

# Vendor Guide

U.S. Domestic Business



**Winter**  
February 2016 V-23

# UPDATES

[HOME](#)

Dear Vendor,

We're pleased to advise you that the Toys“R”Us Vendor Guide has been updated. This guide is for your reference and the key changes are summarized below. The guide is also available on the Vendor Extranet at <https://vendorconnect.toysrus.com>. Please ensure the manual is distributed to all affected personnel.

All policies and procedures are effective immediately unless otherwise noted. We strongly encourage you to review the sections of the guide that pertain to your responsibilities to make sure you understand the requirements.

Update: **Winter – February 2016**

None

Please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) with any questions about the updated Vendor Guide.

Vendor Support



# INTRODUCTION

[HOME](#)

Dear Vendor Partner:

Creating and maintaining strong partnerships with our Vendors is a top priority at Toys"R"Us. In response to changes in the economy, retail and consumer goods industries, our supply chain is designed to be flexible and responsive to consumer demand. New technologies and business practices ensure that our supply chain can keep us competitive and profitable. Since our vendors play a critical role in our supply chain, we need you to understand how to do business with Toys"R"Us and ensure goods move predictably and smoothly to our guests.

To support our Vendors we developed the Vendor Extranet, including this Vendor Guide and other support material. The Vendor Guide outlines the requirements for doing business with Toys"R"Us. It supersedes and replaces all previous communications from Toys"R"Us concerning policies and procedures. Unless you provide specific written objection to the policies, procedures, standards, and practices described in this Guide, it will be assumed that you understand, agree, and intend to conduct business with Toys"R"Us as outlined in this Guide.

As you explore this Guide, you may have specific questions, which may not be addressed. For all questions, please e-mail us at [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com), so that we may research your issue and provide a prompt reply.

To make the best use of this Guide, we recommend that you do the following:

- ✓ Review the entire Guide to become familiar with all aspects of doing business with Toys"R"Us
- ✓ Encourage your associates to request a user ID and password for our Vendor Extranet, <https://vendorconnect.toysrus.com>, so they may also review this Guide. We have posted this Guide on the Internet to make it easy for you to access, read, and stay up to date with our processes.
- ✓ Watch your e-mail for important communications from Vendor Partnership about any changes made to the Guide.
- ✓ Look for updates posted on the extranet homepage.

**This Guide is relevant for Toys"R"Us, Inc. U.S. brands, inclusive of Toys"R"Us U.S., Babies"R"Us, Inc., Toysrus.com, FAO Schwarz and Geoffrey.**

Thank you for your support of the processes and requirements defined in the Guide. Your feedback and recommendations are always appreciated.

Sincerely,

Douglas G. Mankovich  
Director, Vendor Partnership  
Toys"R"Us

# TABLE OF CONTENTS

## INTRODUCTION STATEMENT

## UPDATES

### Section 1 – “R”Us VENDOR PROFILE

#### 1.1 Vendor Updates

- 1.1.1 Name Change Procedure
- 1.1.2 Correction of Vendor Name

#### 1.2 Quick Start Guidance

#### 1.3 Becoming a Branded (Hardlines) Vendor (Non-Private Label)

#### 1.4 Becoming a Private Label Vendor

#### 1.5 Federal Trade Commission Order (FTC)

#### 1.6 Sample Vendor Management Request Form

#### 1.7 Insurance Requirements

### Section 2 - EDI TRADING PARTNERS

#### 2.1 Transaction Set Specifications

#### 2.2 Getting Started

#### 2.3 EDI Test Program

- 2.3.1 850 Purchase Order
- 2.3.2 856 Advance Ship Notice
- 2.3.3 810 Invoice
- 2.3.4 855 PO Acknowledgement
- 2.3.5 860 PO Change

#### 2.4 Apparel

- 2.4.1 850 Purchase Order
- 2.4.2 856 Advance Ship Notice
- 2.4.3 810 Invoice

#### 2.5 EDI Identification Numbers

#### 2.6 Direct-to-Store Shipping Requirements

#### 2.7 Testing Documents

- 2.7.1 Testing Contacts
- 2.7.2 EDI 855 Purchase Order Acknowledgement – VMI Reverse PO
- 2.7.3 EDI 856 ASN
- 2.7.4 EDI 810 Invoice
- 2.7.5 GS1 128 Label
- 2.7.6 Completion of Testing

#### 2.8 Packing List Requirements

#### 2.9 EDI Frequently Asked Questions (FAQs)

### Section 3 - ITEM MANAGEMENT

#### 3.1 Enterprise Data Quality (EDQ)

##### 3.1.1 Using EDQ

##### 3.1.1.2 Item Setup – Style Guidelines

##### 3.1.2 New Item Sample Verification

##### 3.1.2.1 Policy for Shipping Samples

##### 3.1.2.2 Returning Samples to Vendors

##### 3.1.2.3 New Item Initiation Fee - \$250

##### 3.1.2.4 Supplemental email Alert

##### 3.1.3 International Item Initiation Process

##### 3.1.3.1 ToyQuote – Offer Sheet

##### 3.1.3.2 ToyQuote Facts

##### 3.1.3.3 Item Dimension Setup

##### 3.1.4 Pack & Inner Pack Designation

##### 3.1.5 Perishable Items & Expiration Dates

[3.1.5.1 Acceptance of Perishable Items](#)**[3.2 UNIVERSAL PRODUCT CODE](#)**[3.2.1 UPC Information](#)[3.2.2 UPC Specifications](#)[3.2.3 Components of a valid UPC](#)[3.2.4 How to Calculate UPC Check Digit](#)[3.2.5 UPC Non-Compliance Preventive Measures](#)[3.2.6 Global Commerce Data Standards](#)[3.2.6.1 Global Trade Item Number \(GTIN\)](#)**[3.3 PRE-TICKET & LABELING](#)**[3.3.1 Pre-Labeling](#)[3.3.2 Pre-Ticketing](#)[3.3.3 Third-Party Ticket Provider](#)[3.3.3.1 Deleted Pricing](#)[3.3.3.2 AVERY DENNISON Contact Information](#)[3.3.4 "R" Us Bar Code Ticket In Detail](#)[3.3.5 "R" Us Ticket With Size](#)[3.3.6 "R" Us Small Label](#)[3.3.7 Vendor Hang Tag / "R" Us Ticket Application](#)[3.3.8 Sets](#)[3.3.9 Exceptions](#)**[3.4 MODIFYING EXISITING ITEMS](#)****[Section 4 - APPAREL](#)****[4.1 DOMESTIC](#)**[4.1.1 Domestic Apparel Vendor Reference Guide \(VRG\)](#)**[4.2 IMPORT](#)**[4.2.1 BRU \(KRU\) Apparel International Shipping Manual \(Apparel & Footwear\)](#)**[Section 5 - PURCHASE ORDERS](#)**[5.1 Terms and Order Information](#)[5.2 Shipment Terms](#)[5.3 Freight Terms](#)[5.4 Payment](#)[5.5 Purchase Order Call Out Form](#)[5.6 Apparel Purchase Order Call Out Form](#)[5.7 Apparel Purchase Order reorder Form/Basics Call Out Form](#)**[Section 6 - ACCOUNTS PAYABLE](#)****[6.1 Types of Invoices](#)**[6.1.1 Non-Merchandise Invoices](#)[6.1.2 Merchandise Invoices](#)**[6.2 Submission of Merchandise Invoices](#)****[6.3 Freight Invoices](#)**[6.3.1 Freight Invoice Guidelines](#)

W-9 Request for taxpayer ID # & Certification (Embedded Link)

[6.3.2 Sample Freight Invoice](#)**[6.4 Timing of Payment Due Dates](#)****[6.5 Payment Issuance](#)**[6.5.1 Determination of Amount Paid on Invoice](#)[6.5.2 Calculation of Amount Paid](#)[6.5.3 Documentation Provided with Payment](#)[6.5.4 Support](#)**[6.6 Chargeback Processing](#)**[6.6.1 Vendor Disputes](#)**[6.7 Allowance Agreements](#)**[6.7.1 Merchandise Allowance Agreements](#)[6.7.2 Additional Allowance Program Requirements](#)[6.7.3 Credit Allowance Contact List](#)**[6.8 Return Goods Defective \(RGD\)](#)**

[6.8.1 Allowance RGD \(True-up\)](#)

[6.8.2 Non-Allowance RGD](#)

[6.8.3 Return Goods Contact List](#)

[6.8.4 Sample Form – Return/Destroy Disposition](#)

**[6.9 Vendor Deal Portal \(VPD\)](#)**

VDP Vendor SA Manual (Embedded Link)

VDP User Guide (Embedded Link)

**[6.10 Merchandise Vendor Payable Portal \(MVPP\)](#)**

MVPP Access Manual (Embedded Link)

MVPP Guide (Embedded Link)

**[Section 7 – DOTCOM SPECIFIC GUIDELINES](#)**

**[7.1 Specification DOTCOM Shipping Requirements](#)**

**[Section 8 – VENDOR UNIVERSITY](#)**

[8.1 Enterprise Data Quality \(EDQ\)](#)

[8.2 Vendor Reports via Green Lion Digital Portal](#)

[8.3 Compliance Management & Delivery Performance System \(DPS\)](#)

[8.4 Product Lifecycle Management \(PLM\)](#)

**[Section 9 - VENDOR EXTRANET](#)**

[9 Extranet Security Administrator \(SA\) Guide and Extranet User Guide](#)

[9.1 Notifications / Subscriptions](#)

**[Section 10 – Intentionally Left Blank](#)**

**[Section 11 - VENDOR COMPLIANCE | SUPPLY CHAIN PERFORMANCE PROGRAMS](#)**

**[11.1 ASN Integrity Program](#)**

[11.1.1 Directions to Receive Automatic Email Notification](#)

[11.1.2 ASN Infractions](#)

[11.1.3 Corrective Actions for ASN Errors](#)

**[11.2 EDI Pack and Inner Pack](#)**

**[11.3 ASN Notification Errors](#)**

**[11.4 Carton Variance Routing Program](#)**

[11.4.1 Directions to Receive Automatic Email Notifications](#)

[11.4.2 Carton Variance Infractions](#)

[11.4.3 “BEST PRACTICES” for ASN CARTONS < > ROUTED CARTONS](#)

**[11.5 ETA Management Program](#)**

[11.5.1 ETA Program Requirements](#)

ETA Management Program Vendor Training Document (Embedded Link)

**[11.6 GS1-128 Carton ID Compliance](#)**

**[11.7 Import Compliance Program](#)**

**[11.8 Item Compliance Program](#)**

**[11.9 UPC Compliance Program](#)**

**[11.10 Chargebacks](#)**

[11.10.1 ASN Chargebacks](#)

[11.10.2 ETA Chargebacks](#)

[11.10.3 Import Chargebacks](#)

[11.10.4 Item Chargebacks](#)

[11.10.5 UPC non-Compliance Chargebacks](#)

[11.10.6 Appointment Compliance Chargebacks](#)

[11.10.7 Chargeback Schedule](#)

[11.10.8 Other Chargebacks and Fees](#)

**[11.11 Appeals](#)**

[11.11.1 Vendor Appeal Matrix](#)

**[11.12 Delivery Performance System](#)**

**[11.13 Return to Vendor \(RTV\)](#)**

**SECTION 12 - SHIPPING (DOMESTIC)****12.1 Packaging Guidelines | GS1128****12.2 Carton Requirements****12.3 Carton Dimensions and Weight****12.3.1 Conveyable Dimensions****12.3.2 Non-Conveyable Dimensions****12.4 Specific Items****12.4.1 Bicycles****12.4.2 Furniture****12.4.3 Non-Hazardous Liquids****12.4.4 Hazardous Products****12.5 Master Carton Markings****12.5.1 Inner Label Requirements****12.6 Inner Label Requirements****12.7 Shipping Label Requirements****12.7.1 GS1-128 Requirement****12.7.2 GS1-128 Label Approval Process****12.7.3 Non GS1-128 Shipping Label****12.8 Special Handling****12.9 Loading Requirements****12.9.1 Full Truckload Shipments****12.9.2 Less Than Truckload (LTL) Shipments****12.9.2.1 Pallet Requirements****12.9.3 Blocking and Bracing****12.10 Shipping Documentation****12.10.1 Packing List****12.10.2 Bill of Lading (BOL)****12.10.3 Collect Shipments Only****12.10.4 Canadian Shipments****12.11 Over, Short, and Damaged Goods****12.11.1 Overages (Prepaid)****12.11.2 Overages (Collect)****12.11.3 Shortages (Prepaid & Collect)****12.11.4 Damages (Prepaid & Collect)****12.12 – Collect Routing Process****12.12.1 Freight Order Management (FOM) System****12.12.1.1 Freight Order Management (FOM) Training****12.12.2 Freight Order Management (FOM) Life Cycle****12.12.3 Guidelines for Building a Shipment (submitting for Routing) FOM****12.12.4 Routing Request Timing Guidelines****12.12.5 Carrier Has Accepted Your Load (TENDER SUMMARY)****12.12.6 Product Quantity and Availability****12.12.7 Timing****12.13 Collect Carrier Procedures****12.13.1 Carrier Selection****12.13.2 Direct Carrier Tender (TL or Intermodal)****12.13.3 Carrier Evaluation.****12.13.4 Carrier Response on Tender****12.13.5 Distribution Center Appointment Scheduling****12.13.6 Vendor Pick-up Appointment****12.13.7 Equipment****12.13.8 Product Availability Notification****12.14 Collect Shipping Requirements****12.15 Load Tendering****12.15.1 Full Truckload Shipments****12.15.2 Multi-Stop DC Shipments****12.16 Consolidator Shipments****12.16.1 Consolidators****12.17 LESS THAN TRUCKLOAD (LTL)**

[12.17.1 Palletizing Shipments – Special Handling – LTL - Collect](#)

[12.17.2 Intentionally Left Blank](#)

[12.17.3 Parcel Shipments](#)

[12.17.4 Air Freight Shipments \(Collect\)](#)

[12.18 COLLECT SHIPMENTS ORIGINATING IN CANADA](#)

[12.19 PREPAID SHIPPING REQUIREMENTS](#)

[12.19.1 Driver Assist](#)

[12.19.2 Mis-loaded Split Delivery Trailer Process](#)

[12.19.3 Air Freight Shipments](#)

[12.19.4 Receiving](#)

[12.20 POE SHIPMENTS](#)

[12.21 DOMESTIC ROUTING TEAM CONTACT LIST](#)

[12.22 DISTRIBUTION CENTER LOCATIONS](#)

[12.23 DROPSHIP](#)

[12.23.1 High Level Requirements](#)

Dropship Operational Manual (Embedded Link)

Warehouse Form (Embedded Link)

On-Boarding Form (Embedded Link)

Carrier Claim Form (Embedded Link)

[12.23.2 Order of Events](#)

[12.23.3 Requirements for Suppliers](#)

[12.23.4 Specific Business Rules](#)

[12.23.5 Shipment Errors](#)

[12.23.6 Handling Returns](#)

[12.23.7 Contact Information](#)

[12.23.8 Sample Dropship Routing Guide](#)

[12.24 Preferred Carrier Information and Contacts](#)

## [SECTION 13 - GLOSSARY](#)



# Section 1 – “R”Us VENDOR PROFILE

[HOME](#)

## **1.1 - VENDOR UPDATES**

The effective management of the Toys"R"Us and Vendor relationship requires current information, specific to each Vendor conducting business with Toys"R"Us. Any changes to the following Vendor information must be communicated immediately to the Vendor Request Team for timely maintenance of the Vendor Management System.

We must receive written notification if a change occurs in any of the following: **(please reference Section 1.6 - Sample Vendor Management Request Form)**

- ✓ Vendor Name, Address and Phone Number
- ✓ Parent Company Name (Additional information may be required)
- ✓ Parent Company Street Address
- ✓ Shipping Address
- ✓ Remittance (Or "Pay To") Address
- ✓ Dunn & Bradstreet Number (DUNS)
- ✓ Chargeback Processing Address
- ✓ Returned Documents Processing Address
- ✓ Returned/Defective Products Address
- ✓ Manufacturer Representation
- ✓ Receivables Factor

This notification must be on the Vendor's company letterhead, signed by an officer of the Vendor's company, and submitted via email to [vendor\\_request@toysrus.com](mailto:vendor_request@toysrus.com).

### **1.1.1 - Name Change Procedure**

Toys"R"Us has implemented a process to secure all necessary information regarding requests for a vendor name change. Change request must be emailed to [vendor\\_request@toysrus.com](mailto:vendor_request@toysrus.com)

Below are the requirements for either a legal entity name change or correction of name within the TRU system.

- **Legal Entity Vendor Name Change:**
  - Letter on company letterhead providing:
    - a legal explanation for the name change
    - the new legal entity name
    - and the TRU Resource Number (vendor number) of the account.
  - Certificate of Name Change from jurisdiction of incorporation
  - Certificate of Merger (if name change is a result of merger transaction)
  - Updated Certificate of Insurance showing legal entity name

**1.1.2 - Correction of Vendor Name:**

- Letter on company letterhead stating:
  - why the name is incorrect
  - the correct legal entity name
  - and the TRU Resource Number (vendor number) of the account.
- Certificate of Insurance showing the correct legal entity name.

Please return the required documents to [vendor\\_request@toysrus.com](mailto:vendor_request@toysrus.com)

**1.2 - QUICK START GUIDANCE**

STEPS	PROCESS	DESCRIPTION
<b>1</b> <i>Sign up for the Extranet:</i> <b>ALL VENDORS</b>	<b>Vendor Extranet Registration</b>	<p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>The Vendor Extranet is an online resource that facilitates interaction between Toys R Us and the vendor community.</li> </ul> <p><b>Required Steps:</b></p> <ol style="list-style-type: none"> <li>Obtain a username and password for the extranet. ** Please note you must wait 24 hours from receipt of the "Welcome R Us" email before attempting this step. <ul style="list-style-type: none"> <li>Identify your active 5 digit Resource # and DUNs # (contained with the "Welcome to R Us" email)</li> <li>Navigate to <a href="https://vendorconnect.toysrus.com">https://vendorconnect.toysrus.com</a></li> <li>Click on the "Register Now" icon in the top left hand corner.</li> <li>Follow the on screen prompts.</li> <li>Monitor your registered email address, for instructions from the Vendor Support Team regarding next steps</li> <li>Once the email is received, click on the appropriate links contained in the email to complete the registration Process.</li> <li>Record the assigned username and password for future use.</li> </ul> </li> <li>Review the below training materials, they will assist in navigating the Vendor Extranet and provides instructions on how to add additional users. <ul style="list-style-type: none"> <li>Extranet User Guide: <a href="#">Extranet User Guide</a></li> <li>Security Administrator User Guide: <a href="#">SA User Guide</a></li> </ul> </li> </ol>
	<b>EDQ Item Submission</b>	<p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>A vendor is responsible for the submission of all item(s) intended for sale with Toys R Us, this includes items sold both online and in store. The Enterprise Data Quality (EDQ) Vendor Portal application allows for the submission of these items directly to the buyer.</li> </ul> <p><b>Required Steps:</b></p> <ol style="list-style-type: none"> <li>Review EDQ training materials: <a href="#">EDQ Item Setup Training</a></li> <li>The EDQ support team will contact you to arrange a mandatory training call. After completion of this required training, you be provided with instructions on how to obtain a username and password to EDQ.</li> </ol>
	<b>Accounting Tools &amp; Applications</b>	<p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>The Accounts Payable and Finance departments created two online applications to manage your trial balance, deductions, and allowances. The Merchandise Vendor Payables Portal (MVPP) and Vendor Deal Portal (VDP) are both accessible through the Vendor Extranet.</li> </ul> <p><b>Required Steps:</b></p> <ol style="list-style-type: none"> <li>Obtain access to both MVPP and VDP. Note: A Security Administrator (SA) is required to assign access <ul style="list-style-type: none"> <li>Identify your SA</li> <li>The SA must go into the Vendor Extranet User Profile and assign all appropriate users access to MVPP and VDP. Review pages 7-8 of the SA User Guide for instructions: <a href="#">SA User Guide</a></li> <li>Get training on VDP, review the "Vendor Deal Portal User Guide": <a href="#">Vendor Deal Portal User Guide</a></li> <li>Get training on MVPP, review the "MVPP Guide": <a href="#">Merchandise Vendor Payable Portal Manual</a></li> </ul> </li> <li>Register for electronic payment. To accomplish this, follow the instructions found at: <a href="#">Electronic Payment</a></li> </ol>
<b>2</b> <i>Gain access to these applications and review the training:</i> <b>ALL VENDORS</b>	<b>DPS/ Compliance Programs</b>	<p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>Toys R Us has compliance programs in place that are designed to maximize sales of your products without unnecessary expense or delays in our operations. Should non-compliance occur, an infraction may generate. These infractions are monitored in an application "Delivery Performance System" (DPS)</li> </ul> <p><b>Required Steps:</b></p> <ol style="list-style-type: none"> <li>Obtain access to DPS. A Security Administrator (SA) is required to assign access <ul style="list-style-type: none"> <li>Identify your SA</li> <li>The SA must go into the Vendor Extranet User Profile and assign all appropriate users access to DPS. Review page 6 of the SA User Guide for instructions: <a href="#">SA User Guide</a></li> </ul> </li> <li>Identify if you are a Domestic or Import vendor.</li> <li>Review the appropriate training material, it will assist in the understanding of our compliance programs: <ul style="list-style-type: none"> <li>Domestic Vendors: <a href="#">Performance &amp; Domestic Supply Chain Programs</a></li> <li>Import Vendors: Review pages 154-160 (Section 10) of the Import Vendor guide: <a href="#">Import Vendor Guide</a></li> </ul> </li> </ol> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>Once an actual item is set up in our system (EDQ), you will be emailed by a member of the Toys R Us Vendor Performance team for further training/guidance.</li> </ul>

STEPS	PROCESS	DESCRIPTION
<b>3</b> <i>Gain access to the appropriate applications and review the training :  <b>BASED ON THE DESCRIPTIONS IN RED</b></i>	R"Us	<p><b>Introduction:</b> <span style="float: right;">Vendor Reference Guide</span></p> <ul style="list-style-type: none"> <li>• Within the Domestic Transportation group, the systems that a vendor must access are determined by whether their purchase orders are Domestic Collect (TRU organizes/pays for the transportation to the Toys "R" Us DCs) or Domestic Pre-Paid (the vendor organizes/pays for the transportation to the Toys "R" Us DCs) .</li> <li>• If you are Domestic Collect vendor, follow the FOM instructions stated below. If you are Domestic Pre-Paid vendor, follow the LEAN instructions stated below. If you do not know the freight terms of your shipments, contact your TRU planner/buyer.</li> </ul>
	Logistics: <i>Domestic Vendors Only</i>	<p><b>FOM Introduction (Domestic Collect Vendors ):</b></p> <ul style="list-style-type: none"> <li>• The Freight Order Management (FOM) System is a web portal utilized by Domestic Collect vendors when they need to make a "routing request", informing Toys "R" Us what product a vendor has ready to ship and waiting for a carrier to be assigned to make the pickup.</li> </ul> <p><b>Required Steps:</b></p> <ol style="list-style-type: none"> <li>1) Obtain a username and password for FOM. To accomplish this, fill out the form FOM New User Form: <a href="#">FOM New User Request Form</a> and return it to res@toysrus.com</li> <li>2) You will receive a username and password within 48 hours of completing step 2. Further details and training will be provided at that time.</li> <li>3) Familiarize yourself with the FOM Supplier Training Guide: <a href="#">FOM Training Guide</a></li> </ol> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Please make sure you received access to FOM well before any purchase orders are written.</li> </ul>
		<p><b>LEAN Introduction (Domestic Pre-Paid Vendors Only):</b></p> <ul style="list-style-type: none"> <li>• LEAN is a scheduling system that is used to coordinate all inbound freight movements to our regional distribution centers.</li> </ul> <p><b>Required Steps:</b></p> <ol style="list-style-type: none"> <li>1) Obtain a username and password for LEAN. All instructions on how to do this can be found in the Lean Logistics New Account Setup document: <a href="#">Lean Logistics New Account Setup</a></li> <li>2) You will receive a username and password from the LEAN team within 48 hours of completing step 2. Further details and training will be provided at that time.</li> </ol>
	Logistics: <i>Import Vendors Only</i>	<p><b>Introduction:</b></p> <p>All Import Purchase orders have the freight terms Freight on Board (FOB), where TRU is the Importer of record.</p> <p><b>Required Steps:</b></p> <ol style="list-style-type: none"> <li>1) Review the Import Vendor Guide for training: <a href="#">Import Vendor Guide</a> . Pay special attention to: <ul style="list-style-type: none"> <li>• Section 2, Page 26: CTPAT Program (GSV Certifications) – All vendors are required to have an annual factory security audit in order to ship with Toys R Us</li> <li>• Section 4 , Page 54: Shipping and delivery instructions</li> <li>• Section 7, Page 110: Payments Instructions – To explain how to get paid by Toys R Us.</li> </ul> </li> <li>2) Review the EDQ tips Import Item Setup document: <a href="#">Import Item Set Up in EDQ</a></li> </ol>
	Dropship: <i>Dropship Vendors Only</i>	<p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>• The Toys"R"Us Dropship Program is a vendor direct to consumer fulfillment program for product orders through the Toys"R"Us portfolio websites.</li> </ul> <p><b>Required Steps:</b></p> <ol style="list-style-type: none"> <li>1) Identify if your company has completed the three below Dropship forms and have reviewed the Dropship Operational manual. If you have, skip to step 4, if you have NOT, complete steps 2/3.</li> <li>2) Complete the below three forms, and email them to drop-ship@toysrus.com <ul style="list-style-type: none"> <li>• Warehouse Form (for each warehouse fulfilling product): <a href="#">Dropship Warehouse Form</a></li> <li>• Carrier Claim Authorization Letter: <a href="#">Dropship Carrier Claim Template</a></li> </ul> </li> <li>3) Read the Dropship Operational Manual: <a href="#">Dropship Operational Manual</a> and send an email to drop-ship@toysrus.com confirming an understanding of the document.</li> <li>4) Assuming the above has been completed; begin submitting your company's items into EDQ, with your Merchant Team's guidance.</li> </ol> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Simultaneously, the Drop Ship Team will move your company forward via the Drop Ship On Boarding Process as outlined in the U.S. "Domestic Vendor Guide" (<a href="https://vendorconnect.toysrus.com">https://vendorconnect.toysrus.com</a>) in section 12.23.2 of the Toys "R" Us Drop Ship Program</li> </ul>

### **1.3 - BECOMING A BRANDED (HARDLINES) VENDOR** (Non-Private Label Vendor)

The Toys"R"Us, Inc. "Becoming a Branded Vendor" process provides clear requirements to prospective vendor partners and secures our operational alignment. The Vendor Setup Team will manage all vendor on-boarding.

#### **Phase I: Submission of Documents (Vendor Setup Team)**

The required documents, including the Standards for Partner Conduct document ([English](#)) will be sent out to new prospective vendors once Buying Team approval is secured. The required documents must be returned to the Vendor Setup Team at [vendorsetup@toysrus.com](mailto:vendorsetup@toysrus.com)

*To expedite the set up process all documents must be completed and returned to Vendor Setup within two (2) calendar days. In addition, your decision on the EDI provider should be made immediately.*

For more information about "Becoming a Branded Vendor" please contact the Vendor Setup Team at [vendorsetup@toysrus.com](mailto:vendorsetup@toysrus.com)

#### **Phase II: Extranet Registration (Vendor Support Team)**

The Vendor Extranet is the primary medium for communication of process and policy changes to our vendor partners. It provides valuable collaborative tools and information, including our Vendor Reference Guide.

*\*Please note that Vendor Extranet access will not be granted until all forms are completed, required documents are received, and EDI testing has been completed.*

After the vendor is provided the Resource Number, the vendor must register on the Vendor Extranet at <https://vendorconnect.toysrus.com> . (Click on "Register Now!") Once the vendor has been approved through the Vendor Extranet site, the vendor will receive an e-mail providing a link to obtain a User ID and create a personal password.

## **1.4 - BECOMING A PRIVATE LABEL VENDOR**

The information on this page will assist you in completing the paperwork necessary to become a Global Vendor in the Toys"R"Us Private Label program. The information and guidelines provided here are specific only to our prospective Private Label vendors whose vendor setup is being managed through our Toys"R"Us China Sourcing Office. If you are not working with the China Sourcing Office then you should contact your Production Management Team Member for the appropriate, alternative vendor setup instructions. Global Private Label vendors must follow the instructions below to complete the setup process.

1. Download the following documents.
  - a. [Private Label Vendor Setup Checklist](#)
  - b. Standards for Partner Conduct
    - i. [English](#)
    - ii. Chinese
    - iii. Simplified Chinese
    - iv. Dutch
    - v. French
    - vi. German
    - vii. Italian
    - viii. Japanese
    - ix. Polish
    - x. Spanish
    - xi. Vietnamese
    - xii. Urdu
  - c. [Master Vendor Setup Form](#)
  - d. [Vendor Terms and Policies](#)
  - e. [Minimum Packaging Materials Specifications \(July 2013\)](#)
2. Contact your China Sourcing Office associate and request the Global Master Purchase Order Agreement. You must also notify your China Sourcing Office contact with the types of products you will sell to Toys R Us. They use this information to determine the version of the GMPOA to provide you as different lines of product require different levels of Product Liability Insurance (PLI).
3. Documents to be returned to the Toys"R"Us China Sourcing Office
  - a. Complete, sign, and return the following:
    - i. Global Master Purchase Order Agreement
    - ii. [Master Vendor Setup Form](#)
  - b. Product Liability Insurance (PLI) – Two options.
    - i. Provide your contact within the Toys"R"Us China Sourcing Office a copy of Product Liability Insurance meeting the minimum Toys"R"Us requirements outlined in Section 5 of the Global Master Purchase Order Agreement
    - ii. Do not provide PLI to Toys R Us. This will automatically authorize Toys R Us to deduct a premium off-invoice per the guidelines outlined in Section 5 of the GMPOA.
4. Read, understand, and comply with the requirements outlined in the following two documents
  - a. [Standards for Partner Conduct](#)
  - b. [2010 Vendor Terms and Policies](#)

5. Once the required documents are returned to the Toys"R"Us China Sourcing Office vendor numbers will be created for each market doing business with your company. You will be notified by the China Sourcing Office of these vendor numbers.
6. Once you have been notified of your vendor number you must register within 48 hours for EasyLink`s Trade Gateway EDI service to receive Toys"R"Us Purchase Orders via EDI. EasyLink`s Trade Gateway service is the only EDI service permitted for Global Private Label vendors. Registration instructions can be found on the following webpage but can only be completed once you are notified of your vendor numbers.  
<http://tinyurl.com/tradegateway>

Should you have any questions about the steps outlined above or the documents you are required to provide to Toys"R"Us please contact the China Sourcing Office for assistance.

**1.5 – FEDERAL TRADE COMMISSION ORDER****UNITED STATES OF AMERICA****NOTICE OF TOYS “R” US OBLIGATIONS  
UNDER FEDERAL TRADE COMMISSION ORDERS**

Toys “R” Us (“TRU”) was previously obligated to comply with numerous restrictions on its conduct contained in a Federal Trade Commission Order entered against TRU in 1998. In 2014, this Order was modified by eliminating a number of these restrictions. However, the Federal Trade Commission Orders still prohibit TRU from “Facilitating or attempting to facilitate agreements or understandings between or among suppliers relating to limiting the sale of toys and related products to any retailer(s) by, among other things, transmitting or conveying complaints, intentions, plans, actions, or other similar information from one supplier to another supplier relating to sales to such retailer(s).”

Full copies of the Federal Trade Commission Orders are available at:  
[www.toysrusinc.com/ftcdocuments](http://www.toysrusinc.com/ftcdocuments).





## BEFORE FEDERAL TRADE COMMISSION

_____	)	
In the matter of	)	
	)	
Toys"R"Us,	)	DOCKET NO. 9278
A corporation	)	
_____	)	

COMPLAINT

Pursuant to the provision of the Federal Trade Commission Act, and be virtue of the authority vested in it by said Act, the Federal Trade Commission, having reason to believe that Toys"R"Us, a corporation (sometimes referred to as "TRU" or "respondent"), has violated the provisions of said Act, and it appearing to the Commission that a proceeding by it in respect thereof would be in the public interest, hereby issues its complaint, stating its charges as follows:

**PARAGRAPH ONE:** Respondent Toys"R"Us, ("TRU") is a corporation organized, existing, and doing business under and by virtue of the laws of Delaware, with its principal office and place of business at 461 From Road, Paramus, New Jersey 07652.

**PARAGRAPH TWO:** TRU is the largest toy retailer in the United States. It has approximately 600 stores located throughout the United States and 300 stores in foreign countries, which sell toys, infant supplies and equipment, juvenile sporting goods and related items ("products"). In 1995 its total sales were approximately \$9.4 billion.

**PARAGRAPH THREE:** TRU's acts and practices, including the acts and practices alleged herein, are in or affect commerce as "commerce" is defined in the Federal Trade Commission Act.

**PARAGRAPH FOUR:** TRU's importance as a provider or distribution to manufacturers of toys and related products has given it the ability to exercise market power over those manufacturers, and TRU has exercised this power.

**PARAGRAPH FIVE:** Warehouse clubs ("clubs") charge a membership fee and retail a broad variety of products, including toys and other products sold by TRU. The clubs operate on lower margins than TRU or other national chain discounters. During the late 1980's and early 1990's, club sales were growing at a much faster rate than other retailers. During that period, the toy manufacturers wanted to increase their sales to this relatively new channel of distribution because of the growth potential of the clubs and the manufacturers' desire to have additional outlets for their merchandise. Before TRU engaged in the conduct described in Paragraphs Seven through Nine below, the clubs generally were able to buy popular individual toys from open stock (i.e., any toys sold by the manufacturer without restriction) from most of the major manufacturers, which they generally sold at lower prices than TRU and other retailers. The clubs needed the option to buy the same toys from the manufacturers that TRU and the other major retailers were carrying in order to compete effectively.

**PARAGRAPH SIX:** TRU has cultivated the image with the public as a toy discounter that has everyday low prices. However, it does not have the lowest retail prices among national toy retailers, and it generally does not lead prices down. In the early 1990's the clubs' low prices were putting competitive pressure on TRU. TRU feared that consumers would draw unfavorable and embarrassing comparisons between the clubs' prices and its prices, and that its image for everyday low prices could be eroded.

**PARAGRAPH SEVEN:** Beginning at least as early as 1989, TRU used its power to gain agreements or understandings with various suppliers relating to toy sales to the clubs. These agreements or understandings included the following:

- (a) The suppliers agreed not to sell to the clubs the same

**Individual toys that TRU carried;**

- (b) In the event a supplier wanted to sell to the clubs some toys**  
Carried by TRU, TRU and the supplier agreed upon toy products that could be sold to the clubs. These generally were "club specials" consisting of combination packs of two or more different items, or other product that was differentiated from regular open stock items. The items in the club specials could not be readily price-compared to products sold by TRU, the club specials generally cost more to produce, and the club specials raised the clubs' prices to consumers; and
- (c) The suppliers agreed to advise TRU in advance of the specific products, including club specials, that the supplier wanted to sell to the clubs. If after reviewing the products TRU determined that they did not pose a competitive conflict with the products sold by TRU, the supplier could sell the product to the clubs.**

**PARAGRAPH EIGHT:** Some major manufacturers were reluctant to give up their sales of individual toys to the clubs so long as their competitors were selling them to the clubs. To secure the agreements or understanding alleged in Paragraph Seven, TRU facilitated understandings among competing manufacturers to achieve substantial unity of action among them relating to their dealings with the clubs.

**PARAGRAPH NINE:** TRU sought, received, and negotiated agreements or understandings with manufacturers with respect to the toys they would not sell to the clubs. TRU policed the manufacturers' sales and repeatedly brought any infractions to their attention. When it deemed necessary, TRU enforced its policy by taking product off its shelves or not buying product that manufacturers had sold to the clubs.

**PARAGRAPH TEN:** By 1994 and continuing to the present, most of the major U.S. toy manufacturers and stopped selling popular individual toys to the club channel of distribution that were carried by TRU.

**PARAGRAPH ELEVEN:** The purpose and effect of the agreements and understandings described in Paragraph Seven through Ten was to restrain competition among toy retailers and among toy manufacturers.

**PARAGRAPH TWELVE:** By engaging in the acts or practices described in Paragraphs Four through Eleven of this complaint, TRU has unreasonably restrained competition in the following ways, among others:

- (a) Retail price competition has been restrained, and**  
Toy prices to consumers are higher than they would have been absent TRU's conduct;
- (b) Competition among toy manufacturers, including competition**  
With respect to their distributional practices and their dealings with TRU's competitors, has been restrained;
- (c) The clubs' costs were increased, which impeded the growth of**  
a new method of toy distribution in its incipency; and
- (d) Information that would enable consumers to make informed**  
Price comparisons have been suppressed.

**PARAGRAPH THIRTEEN:** The acts or practices of TRU alleged herein were and are to the prejudice and injury of the public. The acts or practices constitute unfair methods of competition in or affecting commerce in violation of Section 5 of the Federal Trade Commission Act. These acts or practices are continuing and will continue, or may recur, in the absence of the relief requested.

**NOTICE**

Notice is hereby given to the respondent Toys"R"Us, that the sixteenth day of July, 1996, at 10:00 a.m. o'clock is hereby fixed as the time and Federal Trade Commission Offices. Sixth Street and Pennsylvania Avenue, Northwest, Washington, D.C. 20580, Room 532, as the place when and where a hearing will be had before an Administrative Law Judge of the Federal Trade Commission, on the charges set forth in this complaint, at which time and place you will have the right under said Act to appear and show cause why an order should not be entered requiring you to cease and desist from the violations of law charged in the complaint.

You are notified that the opportunity is afforded you to file with the Commission an answer to this complaint on or before the thirtieth (30<sup>th</sup>) day after service of it upon you. An answer in which the allegations of the complaint are contested shall contain a concise statement of the facts constituting each ground of defense; and specific admission, denial, or explanation of each fact alleged in the complaint or, if you are without knowledge thereof, a statement to that effect. Allegations of the complaint not thus answered shall be deemed to have been admitted.

If you elect not to contest the allegations of fact set forth in the complaint, the answer shall consist of a statement that you admit all of the material allegations to be true. Such an answer shall constitute a waiver of hearings as to the facts alleged in the complaint, and together with the complaint will provide a record basis on which the Administrative Law Judge shall file an initial decision containing appropriate findings and conclusions and an appropriate order disposing of the proceeding. In such answer you may, however, reserve the right to submit proposed findings and conclusions and the right to appeal the initial decision to the Commission under Section 3.52 of the Commission's Rules or Practice for Adjudicative Proceedings.

Failure to answer within the time above provided shall be deemed to constitute a waiver of your right to appear and contest the allegations of the complaint and shall authorize the Administrative Law Judge, without further notice to you, to find the facts to be as alleged in the complaint and to enter an initial decision containing such findings, appropriate conclusions and order.

**NOTICE OF CONTEMPLATED RELIEF**

Should the Commission conclude from the record developed in an adjudicative proceeding in this matter that the respondent is in violation of Section 5 of the Federal Trade Commission Act, as alleged in the complaint, the Commission may order such relief as is supported by the record and is necessary and appropriate including, but not limited to, an order that requires the following in connection with toy products and related products for infants and juveniles ("products"):

1. Respondent shall cease and desist from directly or indirectly continuing, maintaining, entering into, or attempting to enter into any agreement or understanding with any supplier to limit supply or to refuse to sell toys and related products to any toy discounter.
2. Respondent shall not directly or indirectly urge, induce, coerce, or pressure, or attempt to urge, induce, coerce, or pressure, any supplier to limit supply or to refuse to sell toys and related products to any toy discounter.
3. Respondent shall not directly or indirectly require, solicit, request or encourage any supplier to furnish information to respondent relating to any suppliers sales or actual or intended shipments to any toy discounter.
4. Respondent shall not directly or indirectly facilitate or attempt to facilitate agreements or understandings between or among suppliers relating to limiting the sale of toys and related products to any toy discounter(s) by, among other things, transmitting or conveying complaints, intentions, plans, actions, or other similar information from one supplier to another supplier relating to sales to such toy discounter.
5. For a period of five years, Respondent shall not (1) announce or communicate that respondent will or may discontinue purchasing or refuse to purchase toys and related products from any supplier because that supplier intends to sell or sells toys to any toy discounter; or (2) refuse to purchase toys and related products from a supplier because, in whole or in part, that supplier offered to sell or sold toys and related products to any toy discounter.
6. Respondent shall mail to each of its suppliers and employees who have purchasing responsibilities a copy of the Commission's complaint and order in this matter, along with a letter from respondent's chief executive officer stating that its suppliers can sell whatever products they wish to any toy discounter, and that respondent will not take any adverse action for selling such products to any toy discounter.
7. Respondent shall take such other measures that are appropriate to correct or remedy, or prevent the recurrence of, that anticompetitive practices engaged in by respondent.

**WHEREFORE, THE PREMISES CONSIDERED, the Federal Trade Commission on this twenty-second day of May, 1996, issues its complaint against said respondent.**

**By the Commission, Commissioner Azcuenaga and Commissioner Starek dissenting.**

**Donald S. Clark  
Secretary**

[Note: Information that was submitted *in camera* on this proceeding has been redacted from the Opinion of the Commission and from the Opinion of Commissioner Swindle.  
Unredacted versions will follow.]

**UNITED STATES OF AMERICA  
BEFORE FEDERAL TRADE COMMISSION**

Commissioners: Robert Pitofsky, Chairman  
Sheila F. Anthony  
Mozelle W. Thompson  
Orson Swindle

\_\_\_\_\_  
In the Matter of )  
 )  
TOYS"R"US, INC )  
A corporation )  
\_\_\_\_\_ )

Docket No. 9278

**FINAL ORDER**

**I.**

A. "Respondent" means Toys"R"Us, its directors, officers, employees, agents and representatives, predecessors, successors and assigns; its subsidiaries, divisions, and groups, and affiliates controlled by Toys"R"Us, and the respective directors, officers, employees, agents and representatives, successors, and assigns of each.

B. "Toy discounter" means any retailer of toys, including, but not limited to membership retail outlets such as Price-Costco, Sam's Club, and BJ's Wholesale Club, that sells toys at discounted prices.

C. "Toys and related products" means any product that is sold by respondent.

D. "Commission" means the Federal Trade Commission.

**II.**

**IT IS ORDERED** that respondent, directly or indirectly, through any corporation, subsidiary, division or other device, in connection with the actual or potential purchase or distribution of toys and related products, in or affecting commerce, as "commerce" is defined in the Federal Trade Commission Act, forthwith cease and desist from:

A. Continuing, maintaining, entering into, and attempting to enter into any agreement or understanding with any supplier to limit supply or to refuse to sell toys and related products to any toy discounter.

B. Urging, inducing, coercing, or pressuring, or attempting to urge, induce, coerce, or pressure, any supplier to limit supply or to refuse to sell toys and related products to any toy discounter.

C. Requiring, soliciting, requesting or encouraging any supplier to furnish information to respondent relating to any supplier's sales or actual or intended shipments to any toy discounter.

D. Facilitating or attempting to facilitate agreements or understandings between or

among suppliers relating to limiting the sale of toys and related products to any retailer(s) by, among other things, transmitting or conveying complaints, intentions, plans, actions, or other similar information from one supplier to another supplier relating to sales to such retailer(s).

E. For a period of five years, (1) announcing or communicating that respondent will or may discontinue purchasing or refuse to purchase toys and related products from any supplier because that supplier intends to sell or sells toys and related products to any toy discounter, or (2) refusing to purchase toys and related products from a supplier because, in whole or in part, that supplier offered to sell or sold toys and related products to any toy discounter.

PROVIDED. However, that nothing in this order shall prevent respondent from seeking or entering into exclusive arrangements with suppliers with respect to particular toys.

### III.

IT IS FURTHER ORDERED that respondent shall:

A. Within thirty (30) days after the date on which this order becomes final, mail to each of its suppliers and employees who have purchasing responsibilities a copy of the Commission's complaint and order in this matter, along with a letter from respondent's chief executive officer stating that its suppliers can sell whatever products they wish to retailers, and that respondent will not take any adverse action for selling toys and related products to retailers in whole or in part due to retailer's retail prices or price policies;

B. Within ten (10) days after the date on which any person becomes an employee of respondent with purchasing responsibilities for toys and related products, or a director, officer, or management employee of respondent, or a new supplier or respondent, provide a copy of this complaint and order to such persons; and

C. Require each employee, director, or officer to whom a copy of this complaint and Order is furnished pursuant to subparagraphs III A and B of this order to sign and submit to Toys"R"Us, within thirty (30) days of receipt thereof a statement that: (1) acknowledges receipt of the complaint and order, (2) represents that the undersigned has read and understands the complaint and order, and (3) acknowledges that the undersigned has been advised and understands that non-compliance with the order may subject Toys"R"Us to penalties for violation of the order.

### IV.

IF IS FURTHER ORDERED that respondent shall:

A. Within sixty (60) days after the date on which this order become final, and annually thereafter on the anniversary of the date this order becomes final, and at such times as the Commission may by written notice to the respondent require, file with the Commission a verified written report setting forth in detail the manner and form in which respondent has complied and is complying with this order;

B. Maintain and make available to the staff of the Federal Trade Commission for inspection and copying, upon reasonable notice, all records of communications with suppliers of respondent relating to any aspect of actual or potential purchase or distribution of toys and related products, and records pertaining to any action taken in connection with any activity covered by paragraphs II and III of this order: and

C. Notify the Commission at least thirty (30) days prior to any change in respondent Such as dissolution, assignment or sale resulting in the emergence of a successor corporation, the creation or dissolution of subsidiaries, or any other change in the corporation that may affect compliance obligations arising out of this order.

### V.

IT IS FURTHER ORDERED that this order shall terminate twenty (20) years after the date on which this order becomes final.

By the Commission, Commissioner Swindle concurring in part and dissenting in part.

Donald S. Clark  
Secretary

Issued: October 13, 1998

Attachments: Opinion of the Commission  
Opinion of Commissioner Swindle, concurring in part  
And dissenting in part

**1.6 – SAMPLE VENDOR MANAGEMENT REQUEST FORM**

## VENDOR MANAGEMENT REQUEST FORM | RUs Business Partners

### HARDLINES/DROPSHIP

**OVERVIEW:** Toys"R"Us requires that this profile form is completed in its entirety by all business partners.

**RESPONSIBILITY:** For new setups, Business Partners and Toys"R"Us Merchants are required to complete all applicable sections & return to [vendorsetup@toysrus.com](mailto:vendorsetup@toysrus.com). For updates to existing vendor profiles, please complete Section 1 and any profile information that needs to be updated and return completed form to [vendor\\_request@toysrus.com](mailto:vendor_request@toysrus.com).

**LEGEND:**  = ALL vendors

= NEW Vendors

= TRU Merchants

### SECTION 1 – To be completed by **ALL** vendors

New Vendor?	Yes	<input style="width: 80%;" type="text"/>	No	<input style="width: 80%;" type="text"/>	If NO, please provide Resource #: _____
Confirmation of <b>FAST TRACK</b> Setup?	Yes	<input style="width: 80%;" type="text"/>	No	<input style="width: 80%;" type="text"/>	

*\*Selecting YES to Fast Track Setup implies that you understand the program requirements and are able to comply. Please refer to the FAST TRACK Setup reference document for more information.*

DUNS #: \_\_\_\_\_

Resource Name (Legal Entity Name) \_\_\_\_\_

Address 1 (Corporate) \_\_\_\_\_

Address 2 \_\_\_\_\_

City / State / Zip Code \_\_\_\_\_

Telephone (Corporate Office) \_\_\_\_\_

Contact Name \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

Contact Email \_\_\_\_\_

Factor # (if applicable) \_\_\_\_\_

### SECTION 2 – For **NEW** vendors going through the onboarding process, the following is required:

#### Section 2.1 - Profile Details:

TRU Lead Buyer \_\_\_\_\_

Product Name/Description \_\_\_\_\_

Is your product considered perishable or sensitive to temperature extremes? Yes  No

If YES to the above question, please specify: \_\_\_\_\_

Is your product considered high value with item cost > \$200? Yes  No

*If YES, defects will be returned to vendor, and your account will be put on the Regular RGD Program – not the Allowance RGD Program*



Do **any** products in your portfolio fall within any of the following categories?

Yes

No

**CATEGORIES: Furniture, Cribs, Infant Gear, Sporting Goods; A more detailed listing can be found on the MPOA LIMITS tab.**

If YES, please specify:

Dropship Vendor?

Yes

No

If YES, will you also be shipping to TRU DCs and/or Stores?

Yes

No

*\*Dropship vendors must complete the dropship specific location requests in the Vendor Locations section below.*

## Section 2.2 - Import Information:

Import account needed?

Yes

No

*Import account is needed when you ship from origins outside of the US*

**If yes, please complete the remaining questions. If no, please proceed to Section 2.3 - Vendor Locations.**

PORT –

*Name of the Port your product will ship from – i.e., Yantian, Shanghai, Ningbo, etc.*

Please provide full address and contact information. This is the address that will receive payment.

*(Can provide overseas office address if applicable).*

Address

Contact Name

Email Address

Telephone

## Section 2.3 - Vendor

### Locations

Accounts Payable (A/P) Address **\*REQUIRED for ALL**

Address 1

Address 2

City

State

Zip

Contact Name

Telephone

Email

Country Code

Ship From Address **\*REQUIRED for ALL**

Address 1

Address 2

City

State

Zip

Contact Name

Telephone

Email

Country Code

## Ship From Address, if needed for ALL

Address 1

Address 2

City

State

Zip

Contact Name

Telephone

Email

Country Code

## Ship From Address, if needed for ALL

Address 1

Address 2

City

State

Zip

Contact Name

Telephone

Email

Country Code

**DROPSHIP** Order Fulfillment/Inventory Management Contact, **\*REQUIRED for DROPSHIP**

Contact Name

Telephone

Email

Department

**DROPSHIP** Warehouse Manager/Logistics Transportation Contact, **\*REQUIRED for DROPSHIP**

Contact Name

Telephone

Email

Department

**DROPSHIP** Customer Service Contact, **\*REQUIRED for DROPSHIP**

Contact Name

Telephone

Email

Department

**DROPSHIP** EDI/Information Technology Contact, **\*REQUIRED for DROPSHIP**

Contact Name

Telephone

Email

Department

Receivable Factor, if needed for ALL. *Please complete this section only if payment is being made to a bank on behalf of the vendor.*

Factor's Company Name

Factor's Address 1

Factor's Address 2

City

State

Zip

Contact Name	
Telephone	
Email	
Country Code	

**SECTION 3 – To be completed by TRU Merchants – vendors, please SKIP this section.**

**\*\*\*ALL terms must be agreed upon with the vendor prior to setup.**

**For NEW Vendor to be Onboarded:**

Department #	
Class #	
Subclass #	

Payment Terms (standard terms are Net 75)\*

*\*If requesting terms less than the standard Net 75 Days, please request the Payment Terms Exception Form from the Vendor Onboarding Team.*

Freight Terms (select one)*	Prepaid (PP)		Collect (CO)		Freight on Board (FB)	
-----------------------------	--------------	--	--------------	--	-----------------------	--

*\*If requesting freight terms that do not match the Logistic's Team determination, please request the Freight Exceptions Packet from the Vendor Onboarding Team.*

How will freight be handled? Please select all that apply.

Direct to DC or Freight Forward ☐ VMI\* ☐

Direct to Store (DTS)\* ☐ Dropship\*\* ☐

*\*Please note, if DTS or VMI is selected, special requirements will need to be completed. Please contact the Vendor Onboarding Team for details.*

*\*\*If Drop Ship is selected, please ensure the vendor has completed the dropship locations in Section 2.*

What are the allowance rates?	Credit Allowances (in %)		RGD Allowances (in %)		To be assigned by RGD Dept based on Dept/Class history
-------------------------------	--------------------------	--	-----------------------	--	--

**Department Maintenance for EXISTING Vendor – Please complete for all departments and classes**

Department #	
Class #	
Subclass #	

Payment Terms (standard terms are Net 75)\*

*\*If requesting terms less than the standard Net 75 Days, please request the Payment Terms Exception Form from the Vendor Onboarding Team.*

Freight Terms (select one)*	Prepaid (PP)		Collect (CO)		Freight on Board (FB)	
-----------------------------	--------------	--	--------------	--	-----------------------	--

*\*If requesting freight terms that do not match the Logistic's Team determination, please request the Freight Exceptions Packet from the Vendor Onboarding Team.*

How will freight be handled? Please select all that apply.

Direct to DC or Freight Forward ☐ VMI\* ☐

Direct to Store (DTS)\* ☐ Dropship\*\* ☐

*\*Please note, if DTS or VMI is selected, special requirements will need to be completed. Please contact the Vendor Onboarding Team for details.*

*\*\*If Drop Ship is selected, please ensure the vendor has completed the dropship locations in Section 2.*

## **1.7 INSURANCE REQUIREMENTS**

TRU Insurance Requirements for vendors within US are as follows:

- General Liability limits must be at least USD \$2,000,000/5,000,000/10,000,000 CGL/PLI, per occurrence (per the limits noted below)
- List SIR/Deductible on the certificate
- Coverage under Broad Form Vendors Endorsement must be evidenced
- All endorsements should be included with the certificate of insurance
- Insurance carrier must have a Best's rating of at least A\*
- Toys R Us-Delaware, Inc. must be named as an additional insured.
- Evidence of Statutory Workers' Compensation and Employer's Liability USD \$500,000
- Insured must be the entity that TRU is setting up
- Renewal certificate must be submitted within ten days from expiration and for two years from the date of the last order
- Foreign vendors must specify on certificate worldwide jurisdiction/territory
- Must designate a US location to have lawsuits accepted and all claims handled in the US under US local law (Sign & Date US Designation letter)
- All certificates should be sent to [RiskManagementSetup@toysrus.com](mailto:RiskManagementSetup@toysrus.com)

Certificate Holder should read the following:

Toys R Us-Delaware, Inc.  
Risk Management Department  
One Geoffrey Way  
Terrace Building, 5<sup>th</sup> Floor  
Wayne, NJ 07470-2030

LIMITS CHART	EFFECTIVE 11/4/15
Product Type (Including, but not limited to)	Required amount per occurrence
Magazines	\$2 MILLION
Stationary	\$2 MILLION
Puzzles	\$2 MILLION
Games	\$2 MILLION
Storage Bins	\$2 MILLION
Wrapping Paper/Gift Bags/Bows	\$2 MILLION
Greeting Cards	\$2 MILLION
Kids Room Décor (clocks/wall hangings/posters/calendars)	\$2 MILLION
Souvenir Novelty	\$2 MILLION
Books	\$2 MILLION
Party Plates/Balloons/Candles/Favors	\$2 MILLION
Card Collectibles/Trading Cards	\$2 MILLION
Reusable Bags	\$2 MILLION
Holiday Stockings/Baskets	\$2 MILLION
Diaper Bags/Accessories	\$2 MILLION

Infant/Preschool Toys	\$5 MILLION
Video Game/Accessories/Movies	\$5 MILLION
Bikes	\$5 MILLION
Balls/Gloves/Nets/Racquets/Bats	\$5 MILLION
All Apparel	\$5 MILLION
Core Toys	\$5 MILLION
Electronics	\$5 MILLION
Car Seat Accessories	\$5 MILLION
Jewelry/Watches/Accessories	\$5 MILLION
Food/Candy	\$5 MILLION
Musical Instruments	\$5 MILLION
Batteries (9V/AAA/AA/C/D)	\$5 MILLION
Dress Up/Role Play/Costumes	\$5 MILLION
Plush	\$5 MILLION
Skates/Skateboards	\$5 MILLION
Science	\$5 MILLION
Diapers/Wipes/Formula/Baby Food	\$5 MILLION
Lamps	\$5 MILLION
Kids Furniture (Excluding Mattresses)/Table & Chair Sets/Desks	\$5 MILLION
Infant Bottles/Feeding/Toddler Feeding	\$5 MILLION
Potties/Step Stools/Gates/Diaper Pails	\$5 MILLION
Pacifiers/Teethers	\$5 MILLION
Bibs/Bath Towels/Changing Pads & Covers	\$5 MILLION
Infant Bedding/Bumpers/Pillows	\$5 MILLION
Hampers	\$5 MILLION
Breast Pumps/Accessories	\$5 MILLION
Nursing Pillows	\$5 MILLION
Water Toys/Pool Accessories (Non-Flotation)	\$5 MILLION
Arts/Crafts/Molding Clay	\$5 MILLION
Housewares & Appliances	\$5 MILLION
HBA	\$5 MILLION
Helmets/Protective Gear	\$5 MILLION
Remote Control Toys	\$5 MILLION
Battery Operated Ride Ons	\$10 MILLION
Outdoor Environmental Playsets (Swing Sets)	\$10 MILLION
Trampolines	\$10 MILLION
Motorized Scooters	\$10 MILLION
Inflatable Slides	\$10 MILLION
Inflatable Ball Pits	\$10 MILLION
Tents/Tunnels	\$10 MILLION
Climbers	\$10 MILLION
Flotation Devices	\$10 MILLION
Pools	\$10 MILLION
Water Slides	\$10 MILLION
Sleds/Snow Boards/Inflatables	\$10 MILLION

Grill/Fire Pits	\$10 MILLION
Cribs/Dressers/other Infant Furniture/Changing Tables	\$10 MILLION
Gliders/Ottomans	\$10 MILLION
Mattresses	\$10 MILLION
Tall Shelving/Storage Units	\$10 MILLION
Infant Positioners	\$10 MILLION
Baby Seats	\$10 MILLION
Baby Gear (Strollers/Jogging Strollers/ Car Seats)	\$10 MILLION
Monitors	\$10 MILLION
Hi Chairs	\$10 MILLION
Bassinets/Co-Sleepers	\$10 MILLION
Infant Swings	\$10 MILLION
Travel Yards	\$10 MILLION
Baby Walkers/Entertainers/Bouncers/Jumpers	\$10 MILLION
Infant Carriers/Slings/Moses Baskets	\$10 MILLION
Bath Tubs	\$10 MILLION

## Section 2 - EDI TRADING PARTNERS

[HOME](#)

The following section outlines the processes, expectations, and general EDI related information for Toys"R"Us Vendors to participate in our Electronic Data Interchange (EDI) program.

- **TOYS"R"US REQUIRES THAT ALL VENDORS COMPLY WITH THE EDI PROGRAM REQUIREMENTS AS OUTLINED IN THIS GUIDE.**
- **THERE WILL BE NO EXCEPTIONS TO THIS REQUIREMENT.**
- **DETAILS OF NON-COMPLIANCE CHARGEBACK INFORMATION AND THE APPEAL PROCESS CAN BE FOUND IN THE VENDOR PARTNERSHIP SECTION OF THIS GUIDE.**

The detailed mapping requirements may be found in the documentation for each of the EDI transaction sets. This document will be updated as our EDI program expands and adjusts to changing business needs.

The Toys"R"Us EDI Trading Partner Guide builds upon industry documentation; it is a supplement to the EDI documentation published by the Global Standard 1 (GS1). To request a copy of the GS1 guidelines, please contact the GS1 at <http://www.gs1us.org/>. The GS1 no longer provides individuals information through a 1-800 number. Vendors must use their website and choose the Product Catalog link on the left-hand side. From here, vendors will have the option of ordering the EDI catalogs for varying dollar amounts depending on the catalog ordered.

### **Section 2.1 – TRANSACTION SET SPECIFICATIONS**

The detailed mapping of each Toys"R"Us EDI document, and how each transaction set element relates to the ANSI X12 standard, can be found on the Vendor Extranet.

**TOYS R US/BABIES R US:** (Documentation can be obtained by emailing [edidocs@toysrus.com](mailto:edidocs@toysrus.com))

- 810 Invoice
- 820 Remittance Advice
- 850 Purchase Order
- 852 Product Activity Data
- 855 Purchase Order Acknowledgement
- 856 Pick & Pack Advance Ship Notice
- 856 Standard Pack Advance Ship Notice
- 860 Purchase Order Change Request
- 997 Functional Acknowledgement

**APPAREL:** (Documentation can be obtained by emailing [appareldocs@toysrus.com](mailto:appareldocs@toysrus.com))

- 810 Invoice
- 850 Purchase Order
- 852 Product Activity Data
- 856 Advance Ship Notice
- 997 Functional Acknowledgement

## **Section 2.2 – GETTING STARTED**

All EDI capable Vendors must fill out the EDI Setup Questionnaire and follow the instructions as indicated on the form. This questionnaire can be obtained by contacting EDI Support at EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com). This form should also be used to request document implementation, version upgrade, or ID change.

If you are not EDI capable, you may register and immediately transact business with TRU electronically through the Trade Gateway, a service provided by our third party partner Enable Trading.

Easylink Services International Corporation can be reached at Easylink Services 1-800-342-4401 or [tradegateway@easylink.com](mailto:tradegateway@easylink.com)

## **Section 2.3 – EDI TEST PROGRAM**

EDI allows companies to perform paperless transactions. As an EDI partner, Vendors must demonstrate that they are EDI capable prior to issuance by Toys"R"Us of your first Purchase Order. If you are using Enable Trading's Trade Gateway, no testing is required.

In order to become a full EDI partner through a value added network (VAN) or internet (EDIINT) connection, Vendors will be required to participate in a test program for each of the following documents listed below.

### **TOYS R US/BABIES R US:**

#### **2.3.1 – 850 Purchase Order:**

- During the Purchase Order (PO) testing process, Toys"R"Us will send a dummy PO for each of three Areas (DC's). This will be a test only and Vendors should not ship against these dummy PO's.
- Once testing is complete and the Vendor is in production, the Vendor must review each "production/live" PO, as soon as it is received and immediately notify their Buyer of any discrepancies/errors within 3 business days. (e.g., incorrect cost, incorrect packs, UPC, payment terms, Vendor number etc.). If an adjustment to the discrepancy/error is required, please await the receipt of a Purchase Order Change Notice (EDI 860) before you fill/ship the order.
- Functional Acknowledgements (997) at the group level are required within 24 hours for all documents sent by Toys"R"Us
- Retransmission of a PO is available through the VAN or EDIINT. If your VAN or EDIINT package cannot queue the PO, please contact your Buyer.

#### **2.3.2 – 856 Advance Ship Notice:**

- Once the Vendor is in production with PO's and a "production/live PO is sent, Vendors should send an 856 test using test data from the production/live PO. Testing must be completed before shipment is made. If the Vendor cannot meet this requirement you must use the Enable Trading Trade Gateway until testing is completed.
- Three consecutive error-free ASN tests are required for production approval. The EDI group will contact the Vendor to notify them of approval status.
- Once approved, timely and accurate data transmissions will ensure processing charges are not incurred. The Vendor must transmit ASN immediately following the shipment of each order. No transmission should be delayed any later than three hours following shipment.

#### **2.3.3 – 810 Invoice:**

- Once the Vendor is in production with PO's and a "production/live" PO is sent, Vendors should send an 810 test using test data from the production/live PO. Testing must be completed before invoices can be



submitted for payment. If the Vendor cannot meet this requirement the Vendor must use the Enable Trading Trade Gateway until testing is completed.

- When the EDI group receives an error-free test invoice, it is submitted to Toys"R"Us' Accounts Payable for their review and approval. The EDI group will contact the Vendor to notify them of approval status.
- Once approved, timely and accurate data transmissions will ensure invoices are paid correctly and on time and that processing charges are not incurred.
- No paper invoices will be paid. **Please do not submit paper invoices as they will automatically be discarded.**
- Toys"R"Us will not accept any chargeback, adjustment or credit memo via EDI. These documents will be handled manually.

#### **2.3.4 – 855 Purchase Order Acknowledgement:**

- Once the Vendor is in production with PO's and a "production/live" PO is sent, the Vendor will be required to send an 855 PO Acknowledgement test.
- An error-free 855 test is required for approval. The EDI group will contact the Vendor to notify them of approval status.
- Once approved, timely and accurate data transmissions will ensure compliance with Toys"R"Us' requirements.

#### **2.3.5 – 860 Purchase Order Change:**

- During the PO testing process, Toys"R"Us will send three dummy PO changes for each of three Areas (DC's), corresponding to the dummy test 850 PO.
- Functional Acknowledgements (997) at the group level are required within 24 hours for all documents sent by Toys"R"Us

### **2.4 – APPAREL:**

#### **2.4.1 – 850 Purchase Order:**

- During the Purchase Order (PO) testing process, Toys"R"Us will send a dummy PO for each of two Areas (DC's). This will be a test only and Vendors should not ship against these dummy PO's.
- Once testing is complete and the Vendor is in production, the Vendor must review each "production/live" PO, as soon as it is received and immediately notify their Buyer of any discrepancies/errors within 3 business days. (e.g., incorrect cost, incorrect packs, UPC, payment terms, Vendor number etc.). If an adjustment to the discrepancy/error is required, please await the receipt of a modified Purchase Order (EDI 850) before you fill/ship the order.
- Functional Acknowledgements (997) at the group level are required within 24 hours for all documents sent by Toys"R"Us
- Retransmission of a PO is available through the VAN or EDIINT. If your VAN or EDIINT package cannot queue the PO, please contact your Buyer.

#### **2.4.2 – 856 Advance Ship Notice:**

- Once the Vendor is in production with PO's and a "production/live PO is sent, Vendors should send an 856 test using test data from the production/live PO. Testing must be completed before shipment is

made. If the Vendor cannot meet this requirement you must use the Enable Trading Trade Gateway until testing is completed.

- The EDI group will contact the Vendor to notify them of approval status.
- Once approved, timely and accurate data transmissions will ensure processing charges are not incurred. The Vendor must transmit ASN immediately following the shipment of each order. No transmission should be delayed any later than three hours following shipment.

#### **2.4.3 – 810 Invoice:**

- Once the Vendor is in production with PO's and a "production/live" PO is sent, Vendors should send an 810 test using test data from the production/live PO. Testing must be completed before invoices can be submitted for payment. If the Vendor cannot meet this requirement the Vendor must use the Enable Trading Trade Gateway until testing is completed.
- When the EDI group receives an error-free test invoice, it is submitted to Toys"R"Us' Accounts Payable for their review and approval. The EDI group will contact the Vendor to notify them of approval status.
- Once approved, timely and accurate data transmissions will ensure invoices are paid correctly and on time and that processing charges are not incurred.
- No paper invoices will be paid. **Please do not submit paper invoices as they will automatically be discarded.**
- Toys"R"Us will not accept any chargeback, adjustment or credit memo via EDI. These documents will be handled manually.

## **2.5 – EDI IDENTIFICATION NUMBERS**

<b><u>TOYS/BABIES</u></b>	
Production	<b>12: 6063711145</b>
Test	<b>01: 064336472</b>
<b><u>APPAREL</u></b>	
Production	<b>12: 2015996907</b>
Test	<b>01: KRUTEST</b>
<b><u>BABIES Special Orders</u></b>	
Production	<b>12: 2015996925P</b>
Test	<b>12:2015996925T</b>

If you have further questions about becoming a Toys"R"Us EDI partner, please contact us by e-mailing EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) or by calling our EDI Support Group at 973-617-3800.

For questions regarding non-compliance chargeback information and/or the appeal process please refer to the Vendor Partnership section of this Guide.

## **2.6 DIRECT-TO-STORE SHIPPING REQUIREMENTS**

All Vendors shipping directly to Toys"R"Us stores are required to transmit both EDI810 (Invoice) and EDI856 (Advance Ship Notice) documents according to the requirements detailed in this Guide. In addition, the application of GS1-128 barcode labels, linked to the transmitted ASN documents, is required on all cartons or pallets shipped Direct-To-Store. To meet these requirements all Vendors (new or existing) shipping Direct-To-Store must complete the following testing:

## **2.7 – TESTING OF DOCUMENTS**

### **2.7.1 – Testing Contacts for Direct-to-Store Shipments**

Please refer to the EDI section of this Guide, for appropriate contacts to administer testing for EDI855, EDI856 and EDI810.

### **2.7.2 – EDI 855 Purchase Order Acknowledgement (VMI Reverse Purchase Order)**

The EDI 855 document is utilized in for two purposes. The EDI855 is used as acknowledgement of either acceptance or rejection of a retailer's (EDI850) Purchase order or as notification by the Vendor of orders that have been written by the Vendor in support of our VMI program. In support of our VMI program for Direct-to-Store shipments the EDI855 Reverse Purchase Order is to be sent by Vendors. The EDI855 must be sent 24 hours prior to the (EDI856) ASN transmission.

### **2.7.3 – EDI 856 ASN**

Store-level ASN's (EDI 856), with carton detail including a GS1-128 shipping container code, must be tested and approved through the Toys"R"Us EDI and Vendor Partnership departments.

In advance of the first shipment, Store Level ASN (EDI 856) / Invoice (EDI 810) must be tested and **approved** through the Toys"R"Us EDI group and performance verified by the Toys"R"Us Vendor Partnership Group.

Approval is based on adherence to Toys"R"Us EDI856 formatting, including the store number, Purchase Order number, carrier tracking number, and GS1-128 shipping container number on the test ASN's. ASN's **MUST** include carrier identification information, tracking number, and GS1-128 carton ID for all Direct-To-Store shipments. The Vendor will be asked to demonstrate the following:

- The ability to EDI transmit **three consecutive** successful error free Direct-To-Store 856 ASN's for three individual Toys"R"Us store locations.
- The ability to transmit 856 ASN documents, **immediately**, upon departure of the Direct-To-Store shipment from the Vendor's facility.

### **2.7.4 – EDI 810 Invoice**

Store Level EDI810 Invoicing must be tested and approved through Toys"R"Us EDI and Toys"R"Us Accounts Payable. Approval is based on adherence to Toys"R"Us EDI810 formatting, including the proper location (store) numbers and proper Purchase Order numbers appearing on the test invoices. Toys"R"Us will transmit an area-level Purchase Order and require a store-level invoice.

**NOTE:** the related ASN number **MUST** appear on the EDI810 Invoice exactly as it was transmitted previously on the 856 ASN or matching issues will result. Failure to include the ASN number will be considered an error in content and be subject to a chargeback. Details regarding non-compliance chargebacks can be found in the Vendor Partnership Section of this Guide.

### **2.7.5 – GS1-128 Label**

GS1-128 label format and readability must be tested and approved through Toys"R"Us Vendor Partnership Group. **An approved example of a GS1-128 label can be found in the Packaging and Carton Marking Guidelines section of this Guide.**

The Toys"R"Us Vendor Partnership Group must test the GS1-128 label in conjunction with the three EDI approved store-level 856 ASN's. Approval is based on adherence to Toys"R"Us GS1-128 formatting and the performance of the test GS1-128 labels with their corresponding ASN shipments. Multi-carton ASN's are preferred for test purposes. The GS1-128 labels must be mailed to Toys"R"Us Vendor Partnership Group upon notification of successful completion of the EDI portion of the testing. The following address should be used:

Toys"R"Us, Inc.  
Attn: Vendor Partnership  
Lake Building South, 4<sup>th</sup> Floor  
One Geoffrey Way  
Wayne, NJ 07470-2030

Images of GS1-128 labels may also be sent to [vendorcompliance@toysrus.com](mailto:vendorcompliance@toysrus.com) for review by the Vendor Partnership organization.

### **2.7.6 – Completion of Testing**

Upon successful testing of the EDI810, EDI856 and GS1-128 labels, approval will be granted to the Vendor and the Vendor will be approved as a production Vendor for all three documents. The Vendor must adhere to the following requirements on all Direct-To-Store shipments:

- ASN documents for all shipments must be transmitted to Toys"R"Us with an accurate ship date, no later than three hours following the shipment of each order.
- Toys"R"Us requires the EDI document reach the store before the shipment.
- EDI invoices for all shipments must be transmitted to Toys"R"Us from 12 to 36 hours after transmission of the related ASN.
- A GS1-128 Barcode label must be applied to each carton or pallet shipped (based on shipping method); linking the individual carton/pallet to the associated ASN Item/Qty carton detail, as set forth in the Toys"R"Us ASN format requirements in this Guide.

**NOTE: Before final production approval will be granted, the Vendor is required to provide the matching GS1-128 labels and a packing list example for the three EDI approved 856 ASN tests.**

**The Toys"R"Us Vendor Partnership Group must also test the GS1-128 labels in conjunction with the three EDI Approved 856 ASN's (store testing) and verify the packing list meets Toys"R"Us requirements.**

### **2.8 – PACKING LIST REQUIREMENTS**

- Toys"R"Us store number and address
- Shipment's ASN number, as transmitted via EDI and as printed on the GS1-128 shipping label
- Shipment's current Toys"R"Us Purchase Order number
- Toys"R"Us item number and description for each item shipped
- Quantity (in pieces) of each item shipped

For further questions regarding Direct-to-Store please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com)

### **2.9 - EDI Frequently Asked Questions**

#### **INSTRUCTIONS & TOYS"R"US CONTACT INFORMATION**

##### **Instructions for Section II of EDI Questionnaire:**

- Mandatory documents for Toys / Babies vendors are 810, 850, 856, 860 and 997.
- Mandatory documents for Apparel vendors are 810, 850, 856, and 997.
- Mandatory documents for Drop Ship Orders are 850 and 997.
- Mandatory documents for VMI vendor are 810, 850, 852, 855, 856, 860 and 997.
- ❖ For Toys / Babies vendor to send 855, please contact EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com).
- ❖ For Toys / Babies vendor to receive 852, please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com).

**Instructions for Section V of EDI Questionnaire:**

- If you choose to use a VAN *other than* Inovia or Sterling Commerce or Direct AS2, you will need to establish an interconnect between your VAN and Inovia. Please note that your VAN or your company is responsible for interconnecting with Inovia.
- If you are using EDIINT (AS2), please send your AS2 certificate, AS2 URL and AS2 ID to EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) for completing EDI setup.

**Procedure to be followed for testing:**

- Once EDI setup is completed by EDI Support, TRU will send a test PO and will notify you by email that it has been sent.
- Your documents (810/856/855) will be in *test* mode at the outset. Our application team cannot receive these documents until they have been moved in to production.
- To move in to production, please send EDI Support a test 810 and 856 (and a test 855 if you are using that document). Whenever you send test documents to TRU, please email EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) with ISA control number of the document, along with your TRU-assigned vendor number.
- EDI support will evaluate documents. If documents are EDI-compliant, your documents will be moved in to production and you will be notified.
- *Your testing period is 2 weeks.*

**Contacts for EDI information:**

- For Toys / Babies vendors, please email [edidocs@toysrus.com](mailto:edidocs@toysrus.com) to obtain EDI mapping specifications
- For Apparel vendors, please email [appareldocs@toysrus.com](mailto:appareldocs@toysrus.com) to obtain EDI mapping specifications
- For all vendors using AS2, please email [ediint@toysrus.com](mailto:ediint@toysrus.com) to obtain AS2 details about TRU.

**Contacts for TRU assistance:**

- For Toys / Babies vendors, please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) for any assistance.
- For apparel vendors, please contact [apparelsupport@toysrus.com](mailto:apparelsupport@toysrus.com) for any assistance.
- For EDI-related assistance, please contact EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) .

**Frequently Asked Questions (FAQ)**

1. [Questions related to EDI setup](#)
2. [Questions related to EDI testing](#)
3. [Questions related to tracking an EDI document](#)
4. [Contact for Inovia/ Trade Gateway](#)
5. [Questions about POS data](#)
6. [Questions about ASN data](#)
7. [Questions related to EDI set up for Drop Ship vendors](#)

**1. Questions related to EDI setup:**

**Q1:** What EDI documents are mandatory?

**A1:** EDI documents like 810, 850, 860 and 856 are mandatory documents. Setup for these documents will be completed when EDI Support receives completed Questionnaire from Vendor. (860 will not be used for Apparel vendors)

**Q2:** What EDI documents are optional?

**A2:** 852 and 855 are optional EDI documents. Setup for these documents will be completed only when vendor requests either of these.

**Q3:** Is there a way to send an ASN from a warehouse?

**A3:** Yes. Vendor can send an ASN from a warehouse. FA (997) for an ASN will be sent to the warehouse and not to your company.

**Q4:** Is there a way to send an ASN from a warehouse and my company?

**A4:** No. You can't send an ASN from both warehouse and your company. If your company is setup to send an ASN from the warehouse, you will have to send from the warehouse. The same would apply if an ASN was setup to be sent from your company.

**Q4:** If my company chooses to send an ASN from a warehouse, what should my company do?

**A4:** Please contact [EDI Support <EDI3@toysrus.com>](mailto:EDI3@toysrus.com) with ISA Qualifier / ID, TRU-assigned vendor number and VAN information for your warehouse.

**Q5:** If my company would like to change our EDI setup, what should be done?

**A5:** Please send below details to EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) for change in EDI setup:

1. TRU-assigned vendor number
2. VAN information
3. ISA Qualifier / ISA ID

**Q6:** If EDI contact for my company changes or if there is a message related to EDI, to whom should we send it?

**A6:** Please send details to EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com)

**Q7:** My Company can't receive a PO in version 4030. We need it in version 4010. Is this possible?

**A7:** Though this is not advisable, this can be done. In this case, please email EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) (Be sure to include your TRU-assigned vendor number)

**Q8:** I use an EDI service provider other than Sterling / Inovia. Can I use Sterling interconnect?

**A8:** No. TRU only supports interconnect with Inovia.

**Q9:** Can I contact [ediint@toysrus.com](mailto:ediint@toysrus.com) and [edidocs@toysrus.com](mailto:edidocs@toysrus.com) for EDI assistance?

**A9:** No. Please contact EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) for EDI-related assistance. Both email ID's [ediint@toysrus.com](mailto:ediint@toysrus.com) and [edidocs@toysrus.com](mailto:edidocs@toysrus.com) is unmonitored.

**Q10:** I would like to send PO Acknowledgments (855s). Can this be done?

**A10:** This can be done if you are a Toys / Babies vendor. Please contact EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) to send 855.

**Q11:** I would like to receive 852 (POS) data. Can this be done?

**A11:** This can be done if you are Toys / Babies vendor. Please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) to receive 852 data.

**Q12:** I would like to change frequency of sales data from weekly to daily or daily to weekly. What should I do?

**A12:** Please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) to change the frequency of Sales data from weekly to daily or daily to weekly.

**Q13:** My Company is planning to change EDI service provider. What are the factors to be considered?

**A13:** Please ensure that you don't have Open orders in Old VAN (EDI Service provider). If you have open orders, please ensure that you will be able to send Invoice and ASN from New VAN.

Also please do NOT forget to communicate to TRU EDI Support regarding change in VAN.

## **2. Questions related to testing:**

**Q1:** My Company has received a test PO. We have not yet completed testing with ASN and Invoice. Will my company be able to receive a production PO?

**A1:** Yes, your company will be able to receive a production PO during first 3 weeks. Within 3 weeks, your company should complete testing of ASN and Invoice.

**Q2:** What can happen if testing is not completed within 3 weeks?

**A2:** Vendor Support may declare your company as an "inactive vendor", after which you won't be able to receive orders.

**Q3:** My Company has not received a test PO that TRU says has been sent. What can be done?

**A3:** If you are using a VAN *other than* Sterling or Inovis, please ensure that an interconnect between Inovis and your EDI service provider is fully functional. Please note that your VAN or your company is responsible for interconnecting with Inovis.

**Q4:** What should I do to test labels?

**A4:** For Toys / Babies vendor, please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) to test your label.  
For Apparel vendor, please contact [apparelsupport@toysrus.com](mailto:apparelsupport@toysrus.com) to test your label.

**Q5:** What should I do to do test with TRU?

**A5:** Please send a test an ASN/ Invoice to TRU via EDI. Please notify EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) that test documents have been sent. Be sure to include your TRU-assigned vendor number and ISA control number of test document.

**Q6:** How will I know if the ASN/ Invoice I sent, reached Test / Production system?

**A6:** If ISA-15 indicator of FA received has "T", your document has reached Test system. If ISA-15 indicator of FA received has "P", your document has reached Production system.

**Q7:** My Company has completed testing. When will my company receive orders?

**A7:** Please check with Buyer / Planner at TRU for Purchase orders.

## **3. Questions related to tracking an EDI document:**

**Q1:** Will I be required to send a Functional Acknowledgment (997) for each non-997 document TRU sends to me?

**A1:** Yes, 997's are required. We will issue an FA for each non-997 document that you transmit to us, and we will expect an FA in response to each document that we transmit to you.

**Q2:** How will I know if TRU EDI received my document?

**A2:** You will receive a Functional Acknowledgment (997) within one business day. If you have not received an FA for the document that you sent, please contact EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com).

**Q3:** I received FA for the EDI document that I sent, but TRU rejected / partially accepted EDI document. What should I do now?

**A3:** Please contact EDI Support [EDI3@toysrus.com](mailto:EDI3@toysrus.com) with your TRU assigned vendor number, ISA control number of your document and date on which you sent document. EDI Support will explain to you the reason for rejection / accepting your document partially.

**Q4:** I received an ASN/ Invoice content error for production document. What should I do now?

**A4:** Please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) .

**Q5:** I have a problem in viewing errors for an ASN/ Invoice in website. What can be done?

**A5:** Please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com).

**Q6:** My Company has received old Purchase order again. What can be done?

**A6:** Please check with your buyer.

**Q7:** What are the versions of FA?

**A7:** If you have received a document from TRU in version 4030, please send FA back in version 4030. If you have received a document from TRU in version 4010, please send FA back in version 4010.

#### **4. Contact for Inovis / Trade Gateway:**

Inovis:

CONTACT PHONE NUMBER : +1.877.446.6847

INOVIS URL: [WWW.INOVIS.COM](http://WWW.INOVIS.COM)

TRADE GATEWAY / EASYLINK:

Contact Email ID: [tradegateway@opentext.com](mailto:tradegateway@opentext.com)

Contact Phone Number: 800.342.4401

#### **5. Questions about POS data:**

**Q1:** I would like to receive 852 (POS) data. Can this be done?

**A1:** This can be done if you are Toys / Babies vendor. Please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) to receive 852 data.

**Q2:** My Company would like to receive Sales data with Stores breakdown.

**A2:** Please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) for Store breakdown sales data

**Q3:** My company doubts values in Sales data report is proper. Who will be my company's contact for this issue?

**A3:** You should contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) .

#### **6. Questions about ASN data:**

**Q1:** I have sent ASN. TRU EDI has accepted ASN and sent back Positive FA for ASN. Does it mean that my ASN is error free?

**A1:** No. Our Application may reject your ASNs, if contents on your ASN don't match PO. TRU EDI doesn't check for contents / values on your ASN.

**Q2:** My Company has sent ASN with improper values. What should my company do now?

**A2:** Resend ASN with proper values with *same* shipment ID

#### **7. Questions related to EDI set up for Drop Ship vendors (DSV)**

**Q1:** What documents will be exchanged between Drop Ship vendor and TRU EDI?

**A1:** You must be set up to receive the TRU EDI 850 blanket PO for reconciliation purposes only. In return, a 997 Functional Acknowledgement (FA) is required for the PO. This is the only EDI set up required for Drop Ship vendors.



**Q2:** What is the TRU EDI 850 blanket PO?

**A2:** **DO NOT SHIP AGAINST this document with segment BEG 03 of area 8401 warehouse designation.**

It is not a customer order, or warehouse order but a summary of shipments you fulfilled against the previous week, sun through sat. This TRU EDI 850 transmission will be sent to you once a week and should not be confused with the

EDI 850's you receive from Commerce Hub for consumer orders. It can be used to reconcile the payments you receive from us for the time period specified.

**Q3:** What EDI documents do I need to test with TRU?

**A3:** If you are becoming a Drop Ship vendor only, no testing with TRU EDI is required.

**Q4:** What if I already have a connection established with TRU?

**A4:** If you are currently doing business with TRU or BRU brick and mortar stores or receive Dotcom warehouse orders, then no additional connection is needed. Please be aware as noted above, you are not to ship against an EDI 850 with segment BEG 02 of 8401 as the first 4 digits of the 10 digit PO number. These PO's must be identified and treated differently. You will also need to be set up with Commerce Hub to receive EDI 850 PO's for Drop Ship, direct to consumer orders.

**Q5:** What if vendor is being set up as a Drop Ship, Dotcom and TRU/BRU brick and mortar vendor?

**A5:** You must complete EDI testing for ALL documents necessary to become a vendor for TRU corporate. Please refer to 1, 2 and 3 of FAQ's.

**Q6:** What documents will be exchanged between DSV and Commerce Hub?

**A6:** Consumer orders (EDI 850), Shipment confirmations (EDI 856), and Inventory advise (EDI 846), will be tested, certified and exchanged daily between DSV and Commerce Hub.

## Section 3 ITEM MANAGEMENT

[HOME](#)

### **3.1 – ENTERPRISE DATA QUALITY (EDQ)**

Every process in our supply chain relies on accurate data to effectively and efficiently fulfill customer demand. Item attributes, such as item and carton dimensions, carton weight, item perishability and pack configuration must be accurate for our success. The accuracy of this information is critical within the supply chain as it affects freight costs, space planning, DC processing efficiency, store checkout time and online research & Commerce. Therefore, we have implemented a program to support timely data accuracy and have invested in systems to simplify the item management process and give vendors the control of their items.

EDQ is an on-line application created to improve and expedite the process of managing item set-up. *This system is for new U.S. item set-ups ONLY.*

The EDQ application eliminates redundancy in keying of information into an offer sheet and then into our item master file. Once the vendor has submitted the item through EDQ with all required information, the prospective item is immediately sent to the Buyer to review, complete, and approve. EDQ updates the status and completion of items in real-time for the vendor and the Toys"R"Us Buying Team.

#### **3.1.1 – Using EDQ**





An on-line training session for EDQ is posted on the Vendor Extranet.

- Contact your Security Administrator to gain access to EDQ:
  - a. Provide names of all planned users for EDQ
  - b. Ensure above users are registered on the Vendor Extranet
  - c. Ensure Master Purchase Order Agreement is approved

***If you have questions:***

Please contact [edq\\_support@toysrus.com](mailto:edq_support@toysrus.com)

## 3.1.1.2 Item Setup – Style Guidelines

ITEM SETUP: STYLE GUIDELINES			
Field	Description	Business Rules	Examples (Tonka Garbage Truck)
<b>Customer Description</b>  2 Fields  <div>13 CHARACTERS</div> <div>13 CHARACTERS</div>	<ul style="list-style-type: none"> <li>Used for various store applications such as: Shelf Tag label, Register Receipt, Price Checker, Self-Service Ticket, Feature Card, etc...</li> <li>Upper field indicates top of Shelf Tag label. Lower field indicates bottom of Shelf Tag label.</li> </ul>	<ul style="list-style-type: none"> <li><b>Guest Focus!!!</b> <ul style="list-style-type: none"> <li>Reference package or image for visual aid</li> <li>Keep consistent by including: License/Brand/Title               <ul style="list-style-type: none"> <li><a href="#">Description Field Division Variations</a> (see other side)</li> </ul> </li> </ul> </li> <li>Following special characters <u>not permitted</u>: “ ” [ ]</li> <li>Partial word wrap-around <u>not permitted</u>; must be full words per field</li> <li>“Assortment”, or any variation of the word, <u>not permitted</u></li> <li>Product Codes <u>not permitted</u></li> <li><u>Use Abbreviations if absolutely necessary!</u> <ul style="list-style-type: none"> <li>If absolutely necessary, refer to <a href="#">Description Field Standard Abbreviations</a> (see other side)</li> </ul> </li> </ul>	<div>TONKA</div> <div>GARBAGE TRUCK</div>   <div>AST STRONG ARM</div> <div>M TRUCK</div> 
<b>Registry Description</b>  1 Field  <div>50 CHARACTERS</div>	<ul style="list-style-type: none"> <li>Used for Registry/Wish List</li> </ul>	<ul style="list-style-type: none"> <li><b>Guest Focus!!!</b> <ul style="list-style-type: none"> <li>Reference package or image for visual aid</li> <li>Keep consistent by including: License/Brand/Title               <ul style="list-style-type: none"> <li><a href="#">Description Field Division Variations</a> (see other side)</li> </ul> </li> </ul> </li> <li>Following special characters <u>not permitted</u>: “ ” [ ]</li> <li>“Assortment”, or any variation of the word, <u>not permitted</u></li> <li>Product Codes <u>not permitted</u></li> <li><u>Use Abbreviations if absolutely necessary!</u> <ul style="list-style-type: none"> <li>If absolutely necessary, refer to <a href="#">Description Field Standard Abbreviations</a> (see other side)</li> </ul> </li> </ul>	<div>TONKA STRONG ARM GARBAGE</div>    <div>ASSORTMENT STRONG ARM</div>  
DESCRIPTION FIELD STANDARD		DESCRIPTION FIELD DIVISION	

**ABBREVIATIONS**

\*Use if absolutely necessary!\*

**COLORS/FINISHES**

Abbrev .	Word	Abbrev .	Word	Abbrev .	Word
BLK	Black	IVRY	Ivory	WHT	White
BLU	Blue	NTRL	Natural	YLW	Yellow
BRN	Brown	ORG	Orange	<b>SIZES</b>	
CHRY	Cherry	PNK	Pink	Abbrev .	Word
ESP	Espresso	PRPL	Purple	XS	Extra Small
GLD	Gold	RED	Red	SM	Small
GRN	Green	SLVR	Silver	MED	Medium
GRY	Gray	TAN	Tan	LG	Large
HNY	Honey	WLNT	Walnut	XL	Extra Large

**GENERAL**

Abbrev.	Word	Abbrev .	Word	Abbrev .	Word
BSE BALL	Baseball	GFT ST	Gift Set	PRNCE S	Princess
BKPK	Back Pack	IN	Inch(es)	PUZ	Puzzle
BLNKT	Blanket	JCKT	Jacket	PWR	Power
BSK BALL	Basketball	JR	Junior	RC	Radio/Remote Control
BTL	Bottle	LIL	Little	RCKR	Rocker
CHLK	Chalk	LRNIN G	Learning	SNDTR K	Soundtrack
CAM	Camera	MISC	Miscellaneous	SPKLR	Sprinkler
COMBO	Combination	MLB	Major League Baseball	STRLR	Stroller
CS	Case	MLS	Major League Soccer	SZ	Size
CVR	Cover	MTN	Mountain	TEE	T-Shirt
DLX	Deluxe	NBA	National Basketball Association	TBL	Table
DPR	Diaper	NFL	National Football League	TRVL	Travel
ELECT	Electric/ Electronic	NHL	National Hockey League	VEH	Vehicle
EZ	Easy	ORNT	Ornament	VOL	Volume
FASH	Fashion	OZ	Ounce(s)	W	With
FIG	Figure	PK	Pack	WLKR	Walker

**VARIATIONS****Examples**

Age, Brand, Collection, Color, Pack, Platform, Size, or Type

**Toy**STEP START  
WALK N RIDEVIVITAR 7.1MP  
PURPLE CAMERACARS 2  
ELECT GUITAR**Juvenile**SAFARI 4PK  
RECEIVE BLNKTSWADDLEME 2PK  
FLEECE SM4-DRAWER  
DRESSER ESP

FNTSY	Fantasy	PLYGR D	Playground	XMAS	Christmas	
FRYTL	Fairytale	PLYST	Playset			

### **3.1.2 – New Item Sample Verification**

Toys"R"Us requires that one (1) full Master production carton sample (**should be the same as the full master carton setup in EDQ**) be submitted to one of our Item Verification Center for item attribute quality assurance. This policy is only for items for which an RUs item number has been assigned.

A supplemental e-mail alert requesting the samples will be sent to those individuals subscribed to receive "Item Sample Required" notifications through the Vendor Extranet.

**\*\*\* For information relating to our Supply Chain programs, including Item Verification & Non-Compliance, please see Section 11.8 of this guide**

While all new samples will be reviewed and recommended optimized results automatically communicated, a vendor also has the option to submit previously existing items for Carton Optimization at no additional fee. This potential cost-savings service is **only** offered at our **Asia Item Verification Center**. After indicating your participation, Paccess will contact vendor with recommended optimized results. Upon receipt, please review carton specifications and, if in agreement with results, complete redesigns, ensuring all aforementioned requirements are met.

#### **3.1.2.1 - Policy for Shipping Samples**

Upon receipt of a purchase order for an item set up, a production sample must be sent at the vendor's expense to one of the following Item Verification Centers:

Toys"R"Us Item Verification Center  
2829 Rohr Road  
Groveport, OH 43125

OR

Toys 'R' Us Asia Item Verification Center  
PACCESS International Trading (Shenzhen) Ltd.  
2nd floor  
North Changxing Building  
4002 Huaqiang Road North  
Futian District  
Shenzhen 518028, PRC

Attention: Rolin Yang

杨柳

E-mail: TRU-Team@paccessglobal.com

O: +86-755-82075411

+86-755-83597960-2411

F: +86-755-83594397

公司名称: 全包通国际贸易(深圳)有限公司

地址: 深圳福田区华强北路 4002 号  
聖廷苑酒店北区裙楼二楼

邮政编码: 518028

**The carton MUST be labeled with a minimum 3" X 5" fluorescent pink label with "Item Verification Sample" printed on the label in English.**

In addition, the packing list must indicate the Toys"R"Us item number and quantity shipped.

Due to customs restrictions, when shipping samples to the Shenzhen Verification Center, please use an express carrier such as DHL, FedEx or UPS in order to automate customs clearance, as our Shenzhen Verification Center is not authorized to clear customs on our behalf. Toys"R"Us will not forgive chargebacks caused by delays in customs. In addition, any item that is delayed in customs will need to be destroyed or returned to the vendor at the vendor's expense.

### **3.1.2.2 - Returning Samples to Vendors**

#### **US Verification Center:**

If the carton of product is to be returned to the vendor from the U.S. Item Verification Center, a prepaid shipping label must be provided in the packing list envelope on the sample carton. The carton will be processed and shipped within three business days. Any carton received without a prepaid shipping label will be disposed at the discretion of Toys"R"Us.

#### **China Verification Center:**

If the carton of product is to be returned to the vendor from the Shenzhen facility, the vendor must arrange to have the item picked up, at the vendor's expense, from the PACCESS office no later than 10 business days following item verification. The carton must be labeled with a 3 inch x 5 inch white label that states "PLEASE RETURN." If the carton is not marked, or if it is marked, but not picked up within 10 business days following item verification, the item will be disposed at the discretion of Toys"R"Us.

### **3.1.2.3 - New Item Initiation Fee - \$250**

For all items introduced, a \$250 item initiation fee is charged for every new item set up and purchased. This fee covers administration and maintenance of the item.

This fee will be automatically deducted from the next payment to the vendor, following the initial purchase order for the item. These deductions will be noted on the remittance advice with a Deduction Reference ID beginning with ITM0 and ending with the Toys"R"Us item number (example – ITM0123456).

### **3.1.2.4 - Supplemental e-mail Alert**

A supplemental e-mail alert with sample verification data will be sent to those individuals subscribed to receive "Item Sample Verified" notifications through the Vendor Extranet. The e-mail will provide actions needed to take and indicate compliance or non-compliance to the tolerances.

## **3.1.3 - International Item Initiation Process**

**The ToyQuote process must still be used for all international items.**

### **3.1.3.1 - ToyQuote – Offer Sheet**

Toys"R"Us endorses the use of ToyQuote as a means to manage the offer sheet process. The software package supporting ToyQuote will allow the vendor to quickly and easily create offer sheets. It also ensures conformity with the company's data standards and the most current charges and ocean freight rates for all Toys"R"Us divisions.

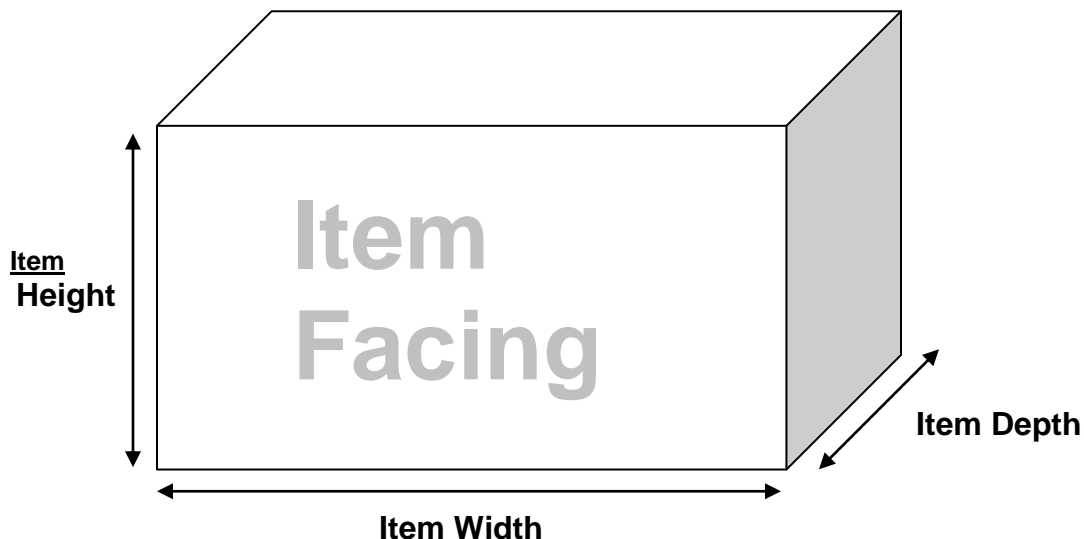
### **3.1.3.2 - ToyQuote Facts**

- The annual cost is U.S. \$100, renewable each December.
- ToyQuote includes quote sheets for all Toys"R"Us divisions.
- The software is available for purchase and downloading at [www.speed-quote.com](http://www.speed-quote.com) in the *ToyQuote – Purchase* area. Instructions are available on the website.
- Information and technical support is available at no charge at [support@apptastic.com](mailto:support@apptastic.com) or by phone at 613-748-7066 (Ottawa, Canada).

**Note:** Vendors using Apptastic Software's Speed-Quote 2005 DO NOT require the ToyQuote software, as Speed-Quote 2005 also contains all standardized Toys"R"Us forms.

### **3.1.3.3 – Item Dimension Setup**

The accuracy of item dimensions, both in precision and in position, is critical to many aspects of our supply chain, including planogram effectiveness, presentation, and shelf capacity and replenishment. The dimensions **MUST** be provided to Toys"R"Us in a manner reflecting the diagram below.



**Item Width** is calculated by measuring the widest point, right-to-left, with the item facing forward, as in the above diagram. The facing is the side of the product that will be displayed toward the front of the store shelf.

**Item Height** is calculated by measuring the vertical height on an item at the tallest point. The tallest point may be a point other than the facing.

**Item Depth** is calculated by measuring the front to back of an item. This measurement determines the capacity of a row of product on the shelf.

All item dimension are calculated in inches.



Please direct any questions to your Buyer or Buyers Assistant, or contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) for explanation of the requirements.

### **3.1.4 – Pack | Inner Pack Designation**

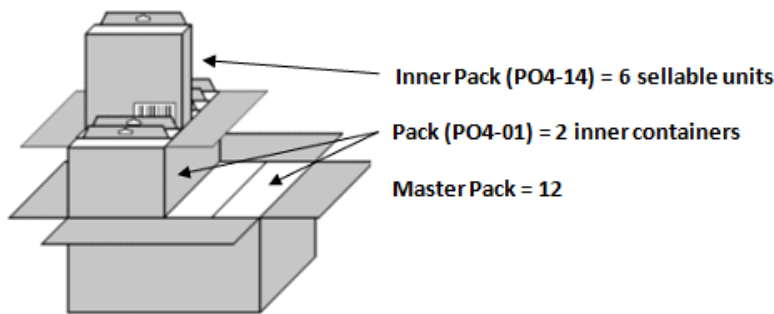
Appropriate pack and inner pack designation in EDQ is critical for effective receiving and replenishment of our stores. Incorrect designation may result in receiving inaccuracy, increased DC Labor expense, disrupted flow, and preventable out-of-stocks.

#### **How to create accurate ASN information:**

When creating the ASN, the pack (PO4-01) and inner pack (PO4-14) values may change based on how a master carton is configured. The below examples will provide clarity on how the pack and inner pack values should be included on an ASN.

#### **Example 1:**

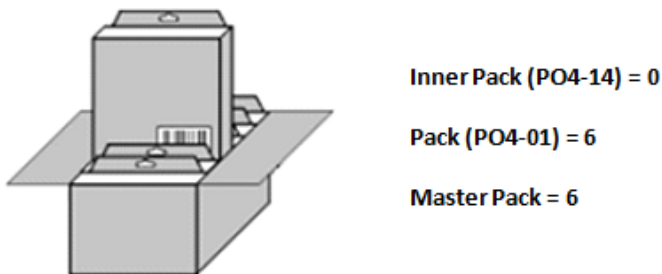
The master pack below contains 12 units total. There are 2 inner containers with 6 sellable units in each of those inner containers. In this case, the PO4-01 value should be 2 and the PO4-14 should be 6.



- **Inner Pack** - The number of sellable units within one of the inner containers.
- **Pack** - The number of inner containers inside one master carton.
- **Master Pack** – The total number of sellable units inside one master carton.

#### **Example 2:**

The master pack below contains 6 units total. There are no inner packs. In this case, the PO4-01 value should be 6 and the PO4-14 value should be 0.



- **Inner Pack** – There are none in this example.
- **Pack** - The number of sellable units within one master carton. The value is the same as the master pack because no inner packs are present.
- **Master Pack** – The total number of sellable units inside one master carton.

### **3.1.5 – Perishable Items & Expiration Dates**

As part of an initiative to better manage our perishable inventory\* and ensure the freshness of product provided to our guests, Toys"R"Us has established requirements around the utilization and recognition of Expiration Dates.

\* **"Perishable Inventory" is defined as any Toys"R"Us item that has an expiration date by which point the item is no longer considered sellable (examples: food, formula, candy, etc).**

#### **3.1.5.1 – Acceptance of Perishable Items**

Toys"R"Us policies have been implemented to ensure that all product received within our Distribution Centers meets minimum thresholds for product expiration. Product that fails to meet Toys"R"Us requirements will be rejected as unusable product.

Those minimum thresholds are identified below:

- All **baby food and baby formula** must have **120 days** (4 months) shelf life at time of receipt.
- All **other perishables / consumables** (non food and formula) including snacks must have a minimum of **90 days** (3 months) shelf life at time of receipt.

**Defining Expiration Dates:** Toys"R"Us expects expiration dates to be declared in a common packaging format (MMDDYYYY or YYYYMMDD). Should a vendor require the use of Date Coding, then the vendor must provide Toys"R"Us with a guide for interpretation of that code.

### **3.2 - UNIVERSAL PRODUCT CODE (UPC)**

Toys"R"Us is committed to the use of the Universal Product Code (UPC). The management of product information through the UPC is crucial to the integrity and exchange of EDI documents. Toys"R"Us requires all Vendors to assign UPC numbers and label all merchandise with a UPC barcode.

#### **3.2.1 – UPC Information**

In order to best serve our guests, the Toys"R"Us item file must remain 100% accurate. To help Toys"R"Us accomplish this, Vendors must provide complete and accurate UPC's.

All Vendors must join either the Global Standard 1 (GS1) or the European Article Number (EAN) in order for their products to be UPC source marked. The Council may be contacted at the address or web site below. Please note that the GS1 office is your local EAN organization office.

##### **GS1 US CORPORATE OFFICE**

<http://www.gs1us.org/>

<http://www.gs1.org/>

GS1 US

PRINCETON PIKE CORPORATE CENTER

1009 LENOX DRIVE, SUITE 202

LAWRENCEVILLE, NJ 08648

PHONE: 609-620-0200

FAX: 609-620-1200

##### **GS1 US CUSTOMER SERVICE**

[info@gs1us.org](mailto:info@gs1us.org)

GS1 US

7887 WASHINGTON VILLAGE DRIVE,

SUITE 300

DAYTON, OH 45459

PHONE: 937-435-3870

FAX: 937-435-7317

#### **3.2.2 – UPC Specifications**

Toys"R"Us is committed to UPC scanning of all merchandise sold in stores and online. In order to receive a Purchase Order, a complete and accurate UPC for each item purchased must be provided in EDQ. Each item must be marked with a valid UPC symbol and corresponding 12-digit number. Our system also accepts and reads EAN 13-digit numbers.

### 3.2.3 – Components of a Valid UPC:

1. Number System Character  
Assigned by Global Standard 1 (usually "0")
2. 5-Digit Manufacturer Number  
Assigned by Global Standard 1
3. 5-Digit Item Number  
Assigned and maintained by the manufacturer
4. Check Digit  
This number is used to calculate and ensure accuracy of previous 11 numbers



Toys"R"Us requires the full UPC number (12 digits) or EAN (European Article Number-13 digits), therefore the Vendor must:

- Calculate and print each check digit.
- Include all UPC/EAN numbers for each specific item on the Vendor's annual price list.
- UPC's must not be printed in red or related colors (pink, purple). This is a violation of GS1 regulations and makes the UPC unreadable by laser scanners. Black bars on a white background are recommended.
- UPC labels not preprinted on the packaging must be tamper-resistant. Sample labels must be submitted to the Merchandise Information Operations Group and approved prior to the product being shipped.
- UPC's must be of the correct height and contain sufficient "white space" around them in order for the scanner to read them. Specific guidelines regarding the printing of UPC symbols are available from the Global Standard 1.
- Assortments must have a unique UPC for each and every item in the assortment. A single "assortment UPC" is unacceptable and makes it impossible to track sales by item.

**PLEASE NOTE:** The Vendor **MUST** modify their items utilizing EDQ immediately each time there is any change to the product such as pack, weight, UPC, master carton or selling package dimensions, in order to have the Toys"R"Us item master updated.

### 3.2.4 – How To Calculate A UPC Check Digit

STEP 1 - Starting at the left with the Number System Character, add all numbers in the odd positions (first from left, third from left, fifth from left, etc.)

**EXAMPLE:**  $0 + 3 + 5 + 7 + 9 + 6 = 30$

STEP 2 - Multiply the sum from Step 1 by 3.

**EXAMPLE:**  $30 \times 3 = 90$

STEP 3 - From the left again, add all numbers in the even positions (second, fourth, sixth, etc.) DO NOT include the check digit.

**EXAMPLE:**  $2 + 4 + 6 + 8 + 5 = 25$

STEP 4 - Add the product from Step 2 to the sum of Step 3.

**EXAMPLE:**  $90 + 25 = 115$

STEP 5 - The check digit is the smallest number that when added to the sum from Step 4 produces a multiple of 10.



**EXAMPLE:**      $115 + 5 = 120$  (a multiple of 10)     Check digit = 5

**COMPLETE UPC NUMBER = 0 23456 78956 5**

### **3.2.5 – UPC Non-Compliance Preventive Measures**

- Review each Purchase Order received from Toys"R"Us. If the Purchase Order has the wrong UPC code on it, contact the Toys"R"Us Buyer immediately before shipping. The Toys"R"Us Buyer will send the Vendor a corrected Purchase Order once the UPC has been revised in the Toys"R"Us item master.
- If your company is purchased by another entity that may ship identical products with different UPC's, notify Toys"R"Us as indicated in the Vendor Updates section of this Guide.
- Test scan all UPC's to ensure that the UPC number matches the bar code.
- Ensure that single-pack UPC's are obscured when they are bundled together as multi-packs.
- Include the check digit with all UPC information given to Toys"R"Us

### **3.2.6 – Global Commerce Data Standards**

Toys"R"Us is committed to adoption and support of the most current data standards for global commerce. Toys"R"Us incorporates advancements in data standards into all new system development, and modifies existing systems appropriately. Sunrise 2005 and Global Trade Item Number ("GTIN") are two standards we intend to accept and process in advance of industry-accepted deadlines.

#### **3.2.6.1 – Global Trade Item Number (GTIN)**

The GTIN is a globally unique EAN.GS1 System identification number for products and services. It is a numeric data structure containing 8, 12, 13, or 14 digits. The number has the ability to contain multiple identifiers, including packaging level, EAN.GS1 or GS1 company prefix, item reference, and check digit. Toys"R"Us expects to be fully capable of accepting and processing GTIN by 2006.

**For additional questions on Toys"R"Us adoption and support of Global Commerce Standards and/or UPC concerns, contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com).**

## **3.3 - PRE-TICKET & LABELING**

The visible and accurate pricing of our products in the stores is critical to visual merchandising, store labor productivity, and ultimately our guest satisfaction with the in-store experience. Certain products require that our vendors pre-label or pre-ticket products. These are products that typically cannot be merchandised in shelf locations where we create a shelf tag providing our guests clear visibility of unit pricing.

Upon item creation, the Buyer's Assistant (BA) will determine if the item will belong to a pre-defined merchandise department requiring these services. The pre-defined departments are listed below, but the Buyer may use discretion to add or remove this requirement from any individual item.

If the item requires pre-labeling, the BA will update our item master with the pre-labeling requirement, as well as the type of service required.

### **3.3.1 – Pre-Labeling:**

Items requiring pre-labeling must have a price label affixed to each unit. Placement, label type, and label information will be determined and communicated by your Buyer. Examples of items that require vendor pre-labeling: DVD's, Video's, and Book's.

**3.3.2 – Pre-Ticketing:**

If your item has been identified as requiring pre-ticketing, the BA will select the approved ticket type for your product. There are three valid ticket types;

- Hang Tag (*Cardboard tag affixed to item with Swiftach or plastic loop*)
- Space Label (*Adhesive label*)
- Roll Label (*Adhesive label*)

There are certain departments within the merchandise hierarchy that typically require pre-ticketing. Please use this list as a reference. However, your Buyer will make final determination if your item will require pre-ticketing and this may include Items that are not in the departments listed below.

<u>Department</u>	<u>Department Name</u>
69	Garden & Sand Toys
62	Pools & Water Toys
60	Easter & Valentines
61	Halloween
67	Christmas & Chanukah

**3.3.3 – Third-Party Ticket Provider:**

Toys"R"Us has partnered with a third-party ticket supplier - **EVERY DENNISON™ Ticket Express™**.

EVERY DENNISON™ is authorized by Toys"R"Us to produce and ship tickets for items which require pre-ticketing. EVERY DENNISON™ will receive EDI 850 or 860 (Purchase Order / Purchase Order Change) from Toys"R"Us when items identified as requiring pre-ticketing are ordered.

It is the vendor's responsibility to establish a trading relationship with EVERY DENNISON™ and send EVERY DENNISON™ a "ticket call-out" form confirming "ship to" location and shipping dates. As a general rule, tickets are shipped within five business days of EVERY DENNISON™ call-out receipt. Vendor is responsible for costs of tickets, printing, and shipping charges. EVERY DENNISON™ vendor initiation and call-out forms are included in the attached.

**3.3.3.1 - Deleted Pricing**

*\*\*Please note Avery will add up to a 10% overage of quantity that Toys"R"Us submits on the EDI 850 file.*

**To Order Tickets:**

1. Complete the Ticket Express PO Call-Out form. Orders called out together will ship together.
2. Note any special shipping instructions on the form.
3. Fax or e-mail the completed form to EVERY DENNISON™ Ticket Express™.
4. Tickets/labels will be produced and shipped within five business days from receipt of call-out form.
5. EVERY DENNISON™ will invoice vendor for tickets, labels and shipping costs.

**3.3.3.2 – AVERY DENNISON™ Contact Information:**

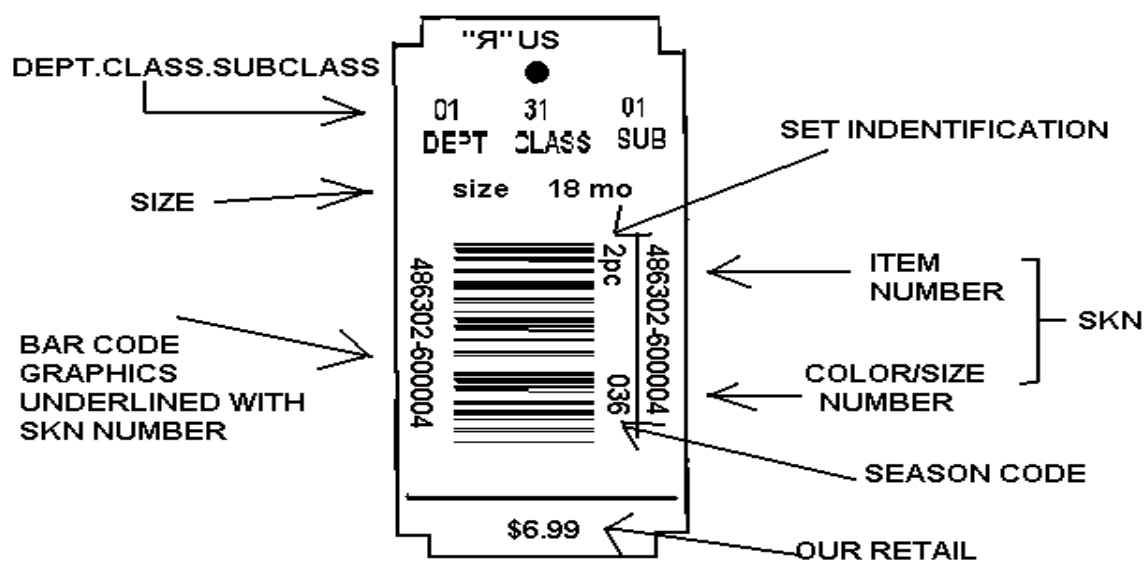
Order Processing and Customer Service:

**Hong Kong:**

Aviva Luo  
 Avery Dennison  
 Phone: 86.20.3930.6794  
 Fax: (8620) 3930 6996  
 E-mail: [aviva.luo@ap.averydennison.com](mailto:aviva.luo@ap.averydennison.com)

**United States:**

Cindy Anderson  
 Avery Dennison  
 2100 Summit Avenue  
 Greensboro, North Carolina 27405  
 Phone: 336-808-7211  
 FAX: 336-621-1232  
 E-mail: [Cindy.anderson@averydennison.com](mailto:Cindy.anderson@averydennison.com)

**3.3.4 – “R” Us Bar Code Ticket In Detail****3.3.5 – “R” Us Ticket With Size**

This is our preferred ticket type. It satisfies our customer needs by providing the size of the garment on our price ticket. This is to be used on orders written by size, color & pre-pack.

**REMEMBER, YOUR STYLE, COLOR AND SIZE MUST MATCH OUR SKN NUMBER**

### **3.3.6 – "R" Us Small Label**



"R" Us gum labels should be used on the following types of items:

All packaged merchandise that may include: socks, sleepers, layette, underwear, jewelry on header cards, shoes in boxes, packaged merchandise

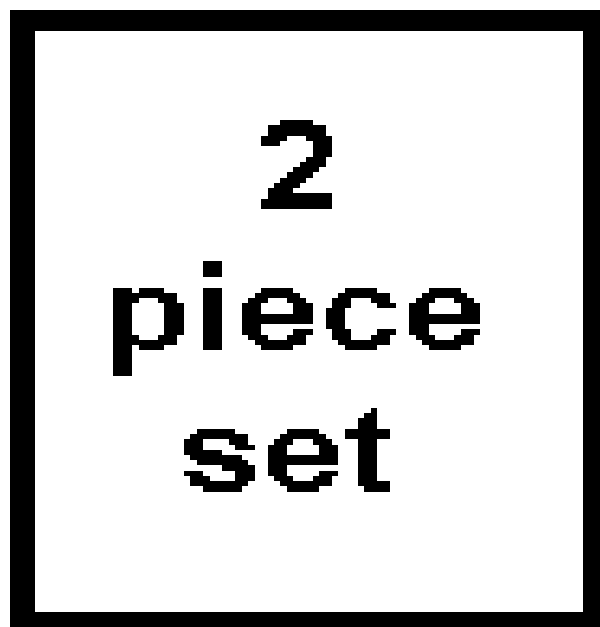
Each unit should be ticketed at the upper right hand corner, when possible. If your package has pre-printed information at the upper right corner, please call for instructions.

### **3.3.7 – Vendor Hang Tag / "R" Us Ticket Application**

It is acceptable to attach the "R" Us price ticket in conjunction with the vendor hang tags. The "R" Us price ticket must always be the first visible tag, unless the vendor hang tag is one of our own labels. If that is the case, then our hang tag should be first, followed by the "R" Us price ticket.

### **3.3.8 – Sets**

"R" Us requires that all merchandise sets are identified with a multiple piece set tag (i.e. 2pc – 3pc). This tag will communicate to our customer, and our store personnel, that your item is in fact a set.



### **3.3.9 – Exceptions**

Merchandise that is shelf marked is NOT required to have retail price tickets. Shelf marked merchandise is only required to have UPC barcode and number on each unit. If you have any questions about whether or not your merchandise is shelf marked, please contact your Apparel Buyer or [apparelsupport@toysrus.com](mailto:apparelsupport@toysrus.com).

## **3.4 - MODIFYING EXISTING ITEMS**

Effective May 20, 2009; all vendors are required to submit item modifications through EDQ. See the EDQ Training via the Vendor Extranet.

The following are the only attributes that can be modified by the vendor:

Item Height	Carton Width	Assembly Required
Item Depth	Carton Weight	Batteries Included, type and qty
Item Width	Master Pack Qty	Batteries Required
Carton Height	Pre-pack qty	Age Range
Carton Depth	Add UPC (not delete)	Gender
Perishable		

Perishability is a new attribute and all ITEMS should be denoted/modified using EDQ. All other modifications must be requested by sending an e-mail to [edq\\_support@toysrus.com](mailto:edq_support@toysrus.com).



## Section 4 APPAREL (Domestic & Import)

[HOME](#)

### **4.1 - DOMESTIC**

#### **4.1.1 – BRU Apparel Vendor Guide (Accessories/Apparel & Shoes)**

Please reference the [Vendor Reference Guide \(Domestic Apparel Business\)](#) for comprehensive details.

### **4.2 - IMPORT**

#### **4.2.1 – BRU (KRU) Import Apparel Guide (Apparel & Footwear)**

Please reference the [BRU Apparel International Shipping Manual](#) for comprehensive details.

## Section 5 - PURCHASE ORDER

[HOME](#)

Whether you are a new Vendor or established partner of Toys"R"Us, our Purchase Order (PO) is incorporated into all agreements relating to the purchase of merchandise. The Toys"R"Us Master Purchase Order Agreement sets forth the terms and conditions of the purchase process, including without limitation, payment, shipment and delivery, cancellation, Vendor indemnification, safety and conduct requirements, insurance and product specifications. In the absence of a signed Master Purchase Order Agreement, the acceptance of an EDI Purchase Order by the Vendor constitutes acceptance of the terms of the Master Purchase Order Agreement.

**The instructions set forth in this Vendor Reference Guide apply to all Purchase Orders issued by Toys"R"Us and are incorporated by reference into the terms and conditions of our Purchase Order.**

### **5.1 – TERMS AND ORDER INFORMATION**

- The Vendor must review all terms and order information (UPC, pricing, quantity, etc.) immediately upon receipt of the PO and send an 855 Purchase Order Acknowledgement.
- If a discrepancy in the PO is detected, the Vendor must contact the Toys"R"Us Buyer within three business days to address such issues.
- Once the discrepancy is detected, the Toys"R"Us Buyer will amend the PO immediately through the Purchase Order amendment process with an EDI 860 PO Change Notice.
- Vendor must not fill/ship the PO until the Vendor receives the EDI 860 PO change notice.
- If the Vendor does not communicate any discrepancies or changes to the initial PO within three business days, the terms and order information noted on the PO governs (with no exceptions).

### **5.2 – SHIPMENT TERMS**

All shipments shall be made per the shipping terms and to such location(s) as designated on the PO. Merchandise must be shipped in accordance with the parameters outlined in this Guide. This Guide supersedes all previous Vendor Partner Compliance Guides and freight handling instructions and contains detailed instructions for the routing, scheduling, documentation, and packaging of merchandise for shipment to the company's Distribution Centers and stores. The Vendor is responsible to forward this Guide to any department or individual responsible for the delivery of product to the Toys"R"Us Distribution Centers and stores. The Vendor must notify the Toys"R"Us Buyer immediately if unable to completely ship any PO in a timely fashion.

### **5.3 – FREIGHT TERMS**

The terms and conditions of each released PO set forth a specific and intended method of transit.

**NOTE: FREIGHT TERMS CANNOT BE CHANGED WITHOUT THE Toys"R"Us BUYER'S APPROVAL.**

Routing is based upon the terms of sale as shown on the PO, which will be one of the following:

- **PPD (Prepaid Vendors)** - Vendor is responsible to select a carrier and pay freight charges to the named place of destination within the ETA window stated on the PO.

- **FOB or Collect (Collect Vendors)** - Vendor is responsible for having merchandise available for pick up at the shipping location, within the SHIP window, specified on the PO. The Vendor will follow the instructions provided within the Shipping section of this Guide.
- **Parcel Shipments (UPS, Fed EX, etc.)** – Toys"R"Us cannot supply the Vendor with any account numbers. Such shipments MUST be shipped prepaid.
- **C.O.D. Shipments** – Any C.O.D. shipment presented for delivery to any of the Toys"R"Us Distribution Centers will be refused. All additional charges resulting from re-delivery will be the responsibility of the Vendor.
- **PTC or POE Los Angeles or New York** – These shipments are to be shipped directly to the Toys"R"Us Consolidator. For shipment instructions please refer to the Domestic Shipping section of this Guide.

#### **5.4 – PAYMENT**

All of our Vendors are required to participate in the Toys"R"Us EDI Program. **There are no exceptions.** Accordingly, Toys"R"Us will only process EDI invoices submitted in accordance with the provisions of this Guide. Toys"R"Us will not process any paper invoices for payment. For payment instructions, please refer to the Accounts Payable section of this Guide.

**For questions regarding Purchase Orders, please contact your Planning and Allocation Analyst.**

**5.5 - PO Call Out Form**
☐ Space Label #11940

☐ P.S. Label #11939

☐ Hang Tag #11938
**Please check only ONE item per order**

Bill-To Address:	Ship-To Address:
CONTACT NAME:	CONTACT NAME:
<b>SHIPPING INSTRUCTIONS:</b>	

**Purchase Order Due Date:** \_\_\_\_\_**Purchase Order Numbers:**


REQUESTOR'S SIGNATURE \_\_\_\_\_ DATE: \_\_\_\_\_

PHONE # \_\_\_\_\_ FAX # \_\_\_\_\_

EMAIL: \_\_\_\_\_

**Hong Kong:**

Swallow Yao  
 Avery Dennison  
 Phone: (8620) 3930 6794  
 Fax: (8620) 3930 6996  
 E-mail: [Swallow.Yao@ap.averydennison.com](mailto:Swallow.Yao@ap.averydennison.com)

**United States:**

Beverly Hardy  
 Avery Dennison  
 2100 Summit Avenue  
 Greensboro, North Carolina 27405  
 Phone: 336-808-7243  
 FAX: 336-621-1232  
 E-mail: [Beverly.hardy@averydennison.com](mailto:Beverly.hardy@averydennison.com)

**5.6 - KIDS "R" US PO Call-Out Form****For U.S. Orders:**

Avery Dennison Ticketing Services  
2100 Summit Avenue  
Greensboro, NC 27405

**Fax Request To:**

Beverly Hardy  
Fax: 336-621-1232  
Phone: 336-808-7243

[BEVERLY.HARDY@AVERYDENNISON.COM](mailto:BEVERLY.HARDY@AVERYDENNISON.COM)



Bill-To Address:	Ship-To Address:
CONTACT NAME:	CONTACT NAME:
<b>SHIPPING INSTRUCTIONS:</b>	

**Purchase Order Due Date:** \_\_\_\_\_

**Purchase Order Numbers:**


REQUESTOR'S SIGNATURE \_\_\_\_\_ DATE: \_\_\_\_\_

PHONE # \_\_\_\_\_ FAX # \_\_\_\_\_

**For Far East Orders – Fax Request to:**

Cindy Luo – Avery Dennison  
Tel: (8620) 3930 6586  
Fax: (8620) 3930 6901  
Email: [cindy.luo@ap.averydennison.com](mailto:cindy.luo@ap.averydennison.com)

**5.7 - PO Reorder Form / Basics Call-Out Form****For U.S. Orders:**

Avery Dennison Ticketing Services  
2100 Summit Avenue  
Greensboro, NC 27405

**Send Request To:**

Beverly Hardy  
Fax: 336-621-1232  
Phone: 336-808-7243  
[beverly.hardy@averydennison.com](mailto:beverly.hardy@averydennison.com)

\_\_\_ Hangtag  
\_\_\_ Label

PO Number:	Due Date:
Bill-To Address:	Ship-To Address:
Contact Name:	Contact Name:
<b>SHIPPING INSTRUCTIONS:</b>	
<b>Total Quantity:</b>	

Purchase Order Number	Color/Size	Quantity

REQUESTOR'S SIGNATURE \_\_\_\_\_ DATE: \_\_\_\_\_

PHONE # \_\_\_\_\_ FAX # \_\_\_\_\_

**Hong Kong:**

Swallow Yao  
Avery Dennison  
Phone: (8620) 3930 6794  
FAX: (8620)-3930 6996  
E-mail: [swallow.yao@ap.averydennison.com](mailto:swallow.yao@ap.averydennison.com)

**For Turkey Order – Fax Request To:**

Aysin Dizman-Avery Dennison  
Retail Systems Division  
Unit 1, Woodburn Green Industrial Park  
Thomas Road, Woodburn Green  
High Wycombe Bucks, HP 100PE  
FX: (44) 1628-859608  
PH: (44) 1628-859519

## Section 6 - ACCOUNTS PAYABLE

[HOME](#)

Toys"R"Us has established a number of procedures to ensure that Vendor invoices are paid by Toys"R"Us efficiently and on time.

Our ability to process timely and accurate payments starts with the Vendor's agreement to the terms and order information noted on our Purchase Order prior to the Vendor filling and shipping the order. Any discrepancies between what is noted on the invoice and what is documented on the Purchase Order will inevitably cause delays in processing payment. Therefore, the Vendor must review all data noted on the Purchase Order and address any discrepancies within three business days, with your Toys"R"Us Buyer. Resolution of these discrepancies (including the prompt issuance of amended Purchase Orders, where applicable) before the Vendor ships the product will greatly facilitate the ability of Toys"R"Us to submit payment to the Vendor in a timely fashion

Toys"R"Us is now offering an early payment on your approved invoices using the Toys"R"Us QuickPay Program. TRU QuickPay is an easy to use tool that provides you the opportunity to receive payment of all your approved invoices within 48 hours of an event for an agreed upon discount. Please review the Toys R Us QuickPay link <http://www.pollenware.com/toysrus> to get additional information.

### **6.1 – TYPES OF INVOICES**

#### **6.1.1 – Non-Merchandise Invoices**

Non-Merchandise invoices are paid through the Toys"R"Us Expense Payables system and should be sent to the Vendor's account contact that is established at setup.

#### **6.1.2 – Merchandise Invoices**

Only EDI invoices will be accepted for Domestic U.S. merchandise payment processing. One invoice should be created and submitted per Purchase Order, shipment, and receiving location. "Location" may refer to either a Distribution Center or Direct-To-Store shipment.

### **6.2 – SUBMISSION OF MERCHANDISE INVOICES**

Invoices must be sent via EDI within the required timeframes documented within the EDI section.

All EDI invoices must fully conform to the requirements stated in the EDI section of this Guide. Failure to comply with the Toys"R"Us EDI standards will result in a rejection of that invoice and the Vendor will need to re-transmit the invoice(s) for payment to take place.

### **6.3 – FREIGHT INVOICES**

Toys"R"Us Accounts Payable Department does not pay for any freight charges, including any freight charges that may be listed on a merchandise invoice. Invoices that include freight charges will be rejected and will not be available for payment processing until the Vendor removes the freight charges and re-submits the invoice. Vendors must follow freight invoicing guidelines and submit them on a separate freight-only invoice. All freight invoices should be sent to the following address:

Toys"R"Us  
Attn: Freight Payables Department  
One Geoffrey Way  
Lake Building, 3rd Floor  
Wayne, NJ 07470-2030

***Freight Invoicing Guidelines and Sample freight Invoice listed on next page:***

### **6.3.1 - Freight Invoicing Guidelines**

TOYS 'R' US requires a **separate vendor number** for prepaid freight charges. Charges must not be on EDI invoices. Please see procedures below and provide completed W-9.

#### **Supplier:**

##### **1. Complete Request for Taxpayer Identification Number and Certification (W-9).**

- a. Complete and sign the W-9 Form (<http://www.irs.gov/pub/irs-pdf/fw9.pdf?portlet=3>). Please indicate the "REMIT TO" address rather than your physical address.
- b. Return the completed [W-9](#) Form:  
TRU Logistics Department, W-9  
One Geoffrey Way  
Lake Building, 3rd Floor  
Wayne, NJ 07470  
Or email [dan.chon@toysrus.com](mailto:dan.chon@toysrus.com)
- c. Please include email contact information.
- d. As long as you've provided the contact information you'll be provided with the new freight vendor number within one week.

#### **Supplier:**

##### **2. Prepare Freight Invoice.**

- a. Once a month, prepare a consolidated invoice reflecting all appropriate freight charges for the preceding month. The invoice is to be prepared in Purchase Order, Shipment Date, Shipment Location, and Shipment Cost Order.

*Note: A hard copy invoice is to be used. (These freight invoices are **NOT** to be transmitted via EDI Format).*

- 1) Carrier used
- 2) Purchase order
- 3) Ship date
- 4) Ship to location
- 5) Number of cartons shipped
- 6) Shipment cost
- 7) Total amount billed.



The Consolidated Invoice is to contain the following information, as a minimum:

- 1) Vendor name
- 2) Vendor number
- 3) Unique invoice number
- 4) Invoice date
- 5) Payment terms
- 6) Bill to address
- 7) Remit to address

**6.3.2 Sample Freight Invoice**

Freight Charges Previously  
Included on Merchandise Invoices

**Freight Invoice**

Vendor: ABC Group.  
125 Main Street  
New York, NY 10001

Invoice #: 1234567  
Invoice Date: August 30, 2004  
Carrier: UPS  
Terms: Net 30

Vendor #: **NEW VENDOR # FOR FREIGHT**

Bill To Address: TRU Freight Payables Dept.  
One Geoffrey Way  
Lake Building, L3N197  
Wayne, NJ 07470

Remit To Address: ABC Toys Group  
125 Main Street  
NY, NY 10001

**Shipments:**

1. PO #: 444555

Ship Date: 08/01/04

<u>Location</u>	<u>Number of Cartons</u>	<u>Cost</u>
5601	10	\$12.75
6301	13	15.80
9501	9	10.95
		<hr/>
		\$39.50

2. PO #: 444666

Ship Date: 08/01/04

<u>Location</u>	<u>Number of Cartons</u>	<u>Cost</u>
5601	3	\$6.75
6301	10	19.65
7801	5	8.82
		<hr/>
		\$34.82

3. PO #: 444777

Ship Date: 08/26/04

<u>Location</u>	<u>Number of Cartons</u>	<u>Cost</u>
6301	10	\$23.14
7801	8	12.22
9501	12	14.03
		<hr/>
		\$49.39

Freight Total Due: \$123.71

## **6.4 - TIMING OF PAYMENT DUE DATES**

As stated in the Toys"R"Us Master Purchase Order Terms and Conditions, the payment due date is calculated based on the receipt of goods date, in accordance with the terms of the Order.

## **6.5 – PAYMENT ISSUANCE**

- Payments are issued via Check, ACH or Open Account.
- Checks are normally mailed on Friday of each week for all payments due through Friday.

### **6.5.1 – Determination of Amount to be Paid on an Invoice**

Receipts reported by the Distribution Centers and Stores are compared to the amount invoiced for the Purchase Order.

Payment for items listed on an invoice will not exceed the item cost reflected on the Purchase Order, and payment for the invoice will not exceed the invoice amount.

### **6.5.2 – Calculation of the Amount to be Paid**

The amount issued on a check will reflect invoices currently owed less adjustment for deductions that include but are not limited to:

- Allowances
- Shortages (Quantity or Pricing) Chargebacks
- Defective/Returned Goods
- Compliance Charges
- Other Payment Discounts

### **6.5.3 – Documentation Provided with Payment**

The remittance advice portion of the check will provide a detailed listing of the invoices and any adjustments included in the check.

Deductions due to pricing and quantity shortages will have a prefix of CB-; allowance deductions will have a prefix of A-. Other transactions have a unique reference number, with the corresponding dollar amount, that identifies each invoice and adjustment.

No other documentation will accompany the check and remittance advice. Any adjustments to invoice payments for pricing or quantities are posted within MVPP for review after the invoice is posted to the vendor's account.

### **6.5.4 – Support**

Detailed information is available on the Merchandise Vendor Payable Portal (MVPP) application that can be found in section 6.10 in this Guide. A Toys"R"Us Merchandise Payables Vendor Representative is available to assist the Vendor with questions that cannot be answered by the tool. Please email [Merch.Payables@toysrus.com](mailto:Merch.Payables@toysrus.com) for assistance.

## **6.6 – CHARGEBACK PROCESSING**

Notices of chargebacks, i.e., notices of deductions against Vendor accounts, are e-mailed separately from Vendor checks. Vendor Supply Chain Non-Compliance, pertaining to the ASN Integrity Program and ETA Management Program and ITEM Compliance Program DO NOT follow this process. See the Vendor Partnership section for details.

For changes to the address for receipt of chargeback notices, the Vendor must email the Toys"R"Us Accounts Payables department at [Merch.Payables@toysrus.com](mailto:Merch.Payables@toysrus.com).

For disputes concerning a deduction, the Vendor must submit a dispute through our Merchandise Vendor Payable Portal (MVPP) that can be found on the Vendor Extranet.

### **6.6.1 – Vendor Disputes**

Merchandise Vendor Payable Portal (MVPP)

Toys"R"Us requires all Vendors to use Merchandise Payable Portal (MVPP) to submit disputes through our web-based tool MVPP that can be found on the Vendor Extranet.

This tool provides visibility to all transactions posted to the Vendor's account as well as the ability to download the transactional data via Excel for ease in reconciliation.. Disputes must be received in the MVPP no later than 24 months from the check date with the disputed transaction. We strongly discourage submitting disputes via mail, e-mail or fax notifications.

Do NOT use the Vendor dispute claim forms for disputes pertaining to:

- Marketing
- Advertising
- Audit Transportation
- Salary/Demo
- Vendor Supply Chain Programs
- Drop Ship Non-Compliance

### **6.6.2 – Merch Payables Questions & Inquiries**

[Merch.Payables@toysrus.com](mailto:Merch.Payables@toysrus.com) : Any inquires related to merchandise invoices for which the vendor has a Toys R Us PO then is should be sent here but the MVPP will be the 1st choice under Invoice Dispute department. Samples:

- a. CB- plus 7 remaining characters from vendor's invoice
- b. CM plus 8 remaining characters from vendor's invoice
- c. DM plus 8 remaining characters from vendor's invoice
- d. Open invoices for a Toys R Us PO
- e. Proof of delivery requested via MVPP Requests

## **6.7 - ALLOWANCE AGREEMENTS**

### **6.7.1 – Merchandise Allowance Agreements**

Merchandise Allowance Agreements are to be negotiated between the Toys"R"Us Merchandising Organization and the Vendor. Annual Master Allowance Agreements are to be negotiated, agreed upon and approved within the 'Vendor Deal Portal' by both parties no later than April 1st of each year (unless an agreement is designated as perpetual). All annual Master Allowance Agreements – based on volume purchases – are required to be deducted from the invoice. In addition to volume arrangements, allowances may be negotiated for other allowance types including but not limited to: advertising,

temporary markdown, coupons, fixtures, signage etc. All allowances must be documented and approved by both parties within the 'Vendor Deal Portal' for each allowance contract.

### **6.7.2 – Additional Allowance Program Requirements**

- Toys"R"Us Credit Allowance contract must be approved within the 'Vendor Deal Portal' by both parties and returned electronically to the Toys"R"Us buyer within 10 business days from the Credit Allowance creation date. At the end of each fiscal quarter for TPR Over and above allowances, the Credit Allowances must be approved within the 'Vendor Deal Portal' by both parties no later than the fiscal quarter end.
- All allowance types require an approval within the 'Vendor Deal Portal' for each contract by the Vendor or authorized sales representative. It is the vendor's responsibility to maintain the authorized approvers.
- Allowance deduction terms cannot be dated past the current fiscal year for non off-invoice contracts.
- All annual Master Allowance Agreements/Contracts – considered perpetual – require an initial approval by both parties, but do not require additional annual approval unless either party changes the terms of the agreement.

For more information or questions regarding Merchandise Allowance Agreements please contact your Toys"R"Us Buyer.

### **6.7.3 Credit Allowance Questions & Inquiries**

For assistance with Credit Allowances, please email [creditallowancesupport@toysrus.com](mailto:creditallowancesupport@toysrus.com). This will be used for any \*CA related inquiries but again we should send vendors to the MVPP CA department. Sample prefixes are:

- \*CAS12345A or \*CA123456A
  - \*\*AS12345A
  - \*\*\*S12345A
  - \*CAS1234AA
  - \*CA12345##
  - \*\*\*\*12345A
  - A-plus 8 remaining characters from vendor's invoice excluding items with an adjustment code of "V" which should be addressed to the RGD Department
  - A plus 8 remaining characters from vendor's invoice excluding items with an adjustment code of "V" which should be addressed to the RGD Department
- For assistance with Credit Allowances, please email [creditallowancesupport@toysrus.com](mailto:creditallowancesupport@toysrus.com).

## **6.8 - RETURN GOODS DEFECTIVE (RGD)**

Through participation in either the Allowance RGD program or the Non-Allowance RGD program, the vendor is responsible for all expenses associated with defective merchandise. The vendor will be charged for the landed cost of the merchandise, inclusive of inbound freight, if paid by Toys"R"Us. There are two RGD options:

Option 1:	Allowance RGD (True-up)	Pre-negotiated % withheld from each invoice; Annual True-Up to landed cost (cost of goods, inbound freight if paid by Toys"R"Us)
-----------	-------------------------	---

Option 2:	Non Allowance RGD	Landed cost (cost of goods, inbound freight if paid by Toys"R"Us) + 10% handling charge + any return freight charges
-----------	-------------------	--

Upon initiation, vendors are required to participate in the Allowance RGD program unless granted a specific exception from TRU. The Allowance RGD program substantially reduces costs associated with handling, processing and return freight for both the vendor and TRU.

### **6.8.1 - Allowance RGD (True-Up)**

A pre-negotiated RGD Allowance rate is determined to be deducted off each invoice. The rate established is based upon the average Return Good Defective (RGD) for vendor's category of merchandise or based on the vendor's historical RGD rate. Rather than having defective goods returned to the vendor, allowance defective merchandise is processed at our stores and disposed of in a cost efficient manner, reducing handling; return freight, and processing costs. The Merchandise Vendor Payable Portal contains a RGD POS report which is updated monthly and contains year-to-date POS Sales and Defects. This report should be utilized to monitor a vendor's defective rate. At the end of the TRU fiscal year, the actual defective rate incurred will be applied to receipts for the year. The actual defect rate will be based on the landed cost of goods inclusive of inbound freight, if paid by Toys"R"Us. The vendor will be charged if the result is greater than the allowance dollars withheld off invoice.

The payables system will automatically deduct the allowance from each invoice's gross total, provided Toys"R"Us; Inc. has an approved agreement in the Vendor Deal Portal. It is important for the vendor to reflect the invoiced unit costs at the gross amount in order to coincide with the Toys"R"Us, Inc. stated unit costs on the purchase order. This will facilitate a more accurate and timely payment process since the unit cost on both the invoice and the purchase order will match. It will also help avoid the potential of a duplicate deduction. However, the vendor is encouraged to show the aggregate amount of the Allowance RGD deduction as a separate line entry on their invoice(s) in order to facilitate the vendor's record keeping process and to minimize any post-payment disputes between the Toys"R"Us, Inc. payment amount and the net amount the vendor maintains on their receivables system.

The vendor's account will be reconciled annually after the close of the TRU fiscal year end to determine the vendor's actual defect performance, and an adjustment will be made. The vendor will be notified of this debit and any appropriate changes in the RGD allowance withholding rate through email communication.

Please contact the Toys"R"Us RGD Department at [rgdsupport@toysrus.com](mailto:rgdsupport@toysrus.com) with any further questions or concerns.

### **6.8.2 - Non-Allowance RGD**

Typically, non-allowance merchandise consists of higher-ticket items such as electronics, bicycles, etc. Toys"R"Us, Inc. records the data in the point-of-sale system by item and vendor and utilizes a third party to process defects, which includes, generating the credit request and disposition of defective merchandise based on instructions from the vendor. The vendor will be charged back on credit requests for defective merchandise, 10% handling costs, return freight charges, and inbound freight, if applicable. A credit request is the notification the vendor will receive regarding the specified defective merchandise. A copy of the credit request is available via the Merchandise Vendor Payable Portal (MVPP). The dollar amount shown will be automatically deducted from the vendor's next invoice due for payment. The vendor must provide a return authorization number for the merchandise to be returned. In this case, the vendor will pay for the freight charges to a vendor's designated location, as well as the freight cost, if any, that Toys"R"Us, Inc. has incurred for the original inbound shipment. Toys"R"Us reserves the right to true up to landed cost after the end of each fiscal year. The vendor must provide return authorization along with instructions for disposition to [rgdsupport@toysrus.com](mailto:rgdsupport@toysrus.com).

If disposition advice is not received within 30 days or if the vendor does not want to incur freight expense for the return, the defective merchandise will be destroyed.

### **6.8.3 – RGD Questions & Inquiries:**

Please contact the Toys"R"Us RGD Department at [rgdsupport@toysrus.com](mailto:rgdsupport@toysrus.com) with any questions or concerns regarding returns/damages, POS reports, deductions starting with \*RGD should be 1st routed to the MVPP RGD department or this e-mail. Sample prefixes are:

- a. 10 digits debit starting with one of our DC location numbers (such as 5601 or 9501)
- b. \*RGD123456
- c. \*RTV12456
- d. FI12345678
- e. FO12345678
- f. \*FI1234567
- g. \*FO1234567
- h. \*FRTAVD123
- i. \*RES123456
- j. A-plus 8 remaining characters from vendor's invoice excluding items with an adjustment code of "V"
- k. A plus 8 remaining characters from vendor's invoice excluding items with an adjustment code of "V"

**6.8.4 - SAMPLE FORM- RETURN/DESTROY DISPOSITION****RETURN DISPOSITION****Date** \_\_\_\_\_Request for all defective merchandise to be **returned** to: (list address)

---

---

---

---

**Return Special Handling** *Re: Shipping* (collect/prepaid, carrier preferred) For areas 5601, 8301, and 9501; all prepaid non LTL shipments are sent via FedEx. For area (8801 only), all prepaid non LTL shipments are sent via UPS. All LTL shipments are sent via the most economical carrier. The vendor can only select a carrier for **COLLECT** shipments. If you wish merchandise to come back collect please provide your account number.

---

---

**Vendor Name:** \_\_\_\_\_**Vendor # :** \_\_\_\_\_**Vendor Phone:** \_\_\_\_\_

Signed by:

\_\_\_\_\_  
Name and Title: (Print)\_\_\_\_\_  
Company:

Toys"R"Us  
Return Goods Defective  
One Geoffrey Way  
Wayne, New Jersey 07470  
[rgdsupport@toysrus.com](mailto:rgdsupport@toysrus.com) e-mail

---



## **6.9 – VENDOR DEAL PORTAL (VDP)**

The Vendor Deal Portal (VDP) is a web-based application designed for the electronic approval and management of Credit Allowance Contracts. This portal eliminates paperwork, reduces data entry errors and makes the process of contract creation and approval more efficient. Access to the VDP is granted by each vendor's Security Administrator. Security Administrator and Vendor User Guides are available below.

- Please reference the [VDP Vendor SA Manual](#) for comprehensive details
- Please reference the [Vendor Deal Portal User Guide](#) for comprehensive details

## **6.10- MERCHANDISE VENDOR PAYABLE PORTAL (MVPP)**

The MVPP is the web-based application designed to provide transactional information posted to each vendor's account 24-7. In addition, the ability to submit disputes regarding short payment or deductions posted to the vendor's account (excluding APT, ASN, CVR, ETA, GS1, ITC, ITV, \*U charge-backs) as well as the access to the RGD POS data. The MVPP Access and MVPP guides are listed below. Disputes must be received in the MVPP no later than 24 months from the check date with the disputed transaction.

- Please reference the [MVPP Access](#) manual for comprehensive details
- Please reference the [MVPP Guide](#) for comprehensive details

## Section 7 - DOTCOM SPECIFIC GUIDELINES

[HOME](#)

### Section 7.1 - Specific DOTCOM Shipping Requirements

- Apparel product requires a different manufacturer style number for each size. Each size will also have its own BRU Skn#. This will be provided to you via the BRU Buying Team.
- Orders need to be packed/shipped to our DC by style and size per carton.
- IMPORTANT - All product that can get dirty (apparel, plush, etc.) must be individually polybagged. A sticker containing the UPC number and barcode must be applied to the outside of each polybag. In addition, a hangtag UPC ticket must be attached directly to the garment using a swift attachment. ***The retail price is allowed on the hangtag.***
- The vendor must be EDI compliant. Apparel vendors new to DOTCOM require a 5 digit Hardlines vendor number, due to EDI Mapping Specification differences.
- Please complete a ***DOTCOM Apparel Bulk Item Setup Form*** by contacting your DOTCOM Buyer or Buying Team ***before*** any item is setup in Enterprise Data Quality (EDQ) – refer to Section 3 “Item Management” of this guide.
- **Images for ALL items must be submitted to the Buying Team.**
  - **Image requirements:**
    - The item must be on a plain white background for the main image
    - You can have up to 4 alternate images, which we do recommend you use
    - Images must be no smaller than 1000x1000 pixels or no larger than 3000x3000 pixels
    - Images must be in jpg format
    - We do not accept drawings it must be still shots of the item
    - If you would like to add the zoom feature to the item it must be 1000x1000 pixels
    - Please save all images on a disc as the style number you have entered on the bulk item spread sheet and send to the Buyers attention at 1 Geoffrey Way Wayne NJ 07470

## Section 8 – VENDOR UNIVERSITY

[HOME](#)

### **Vendor University**

Toys"R"Us Inc. Vendor University is the company's primary method of providing instruction and training to our vendors on company guidelines, processes, and applications. The instruction is provided in a variety of formats and is intended to educate our vendors on how to conduct business with Toys"R"Us, Inc. more efficiently. As new content is developed it will be added to the page so check back often for updates.

#### **8.1 Enterprise Data Quality (EDQ)**

The Enterprise Data Quality (EDQ) application is the tool Toys"R"Us, Inc. requires our vendors to use when submitting new item setup to the company. This online application is designed to accept the information our vendors input and upload it directly into the Toys"R"Us Inc. item master tables once the item is approved

The EDQ Training is available via the Vendor Extranet <https://vendorconnect.toysrus.com>

#### **8.2 Vendor Reports via Green Lion Digital Portal**

[Green Lion Digital Reports](#) is a portal based application Toys"R"Us, Inc. makes available to our vendors so they may retrieve data related to sales, inventory, in-stocks, supply chain performance, etc. If interested please contact Vendor Support at [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com) for access inquiries and annual cost.

#### **8.3 Compliance Management & Delivery Performance System (DPS)**

Toys"R"Us, Inc. has two supply chain compliance programs that both utilize a web-based application, the Delivery Performance System (DPS), to manage compliance. Every vendor is expected to actively engage with Toys"R"Us Inc. to help improve our mutual supply chains and reduce non-compliance to our programs. The document below will help both program managers and compliance end-users understand the responsibilities of each vendor on these programs and what steps should be taken to both manage and improve performance

- [Compliance Management Training Document](#)

#### **8.4 Product Lifecycle Management (PLM)**

Welcome to the Toys"R"Us Product Lifecycle Management Program. We at Toys"R"Us, are always looking for new opportunities to improve our working relationship with our third party contractors in the area of private label merchandise.

Future growth in this important area is dependent on efficient work processes, team collaboration across geographic boundaries and time management. To that end, we are embarking on a new business program called Product Lifecycle Management. (PLM)

Part of this new program involves a collaboration software tool. A new system is needed to enforce standardization of work processes and to manage time and action events. This tool will provide our suppliers with access to our product brand managers in the creative development of new products. (PLM training information is listed below, just click on the links)

- [PLM - Kickoff](#)
- [PLM - Getting Started](#)
- [PLM - Software](#)
- [PLM - Windows Media Training Documents](#)
- [PLM – Training Manual & Workflows](#)

## Section 9 – VENDOR EXTRANET

[HOME](#)

This website allows our vendor community to easily find and access information about how to conduct business with Toys"R"Us, Inc. Contained within this site are Vendor Reference Guides, links to collaborative applications, key contacts for your questions, and valuable information about our operations, processes, and policies. We continually develop this site to be more dynamic and supportive of your information needs.

**Bookmark this site!** <https://vendorconnect.toysrus.com>

The only source you need to access important information! Designed for effortless navigation, our site hosts an abundance of material to assist you, our vendor partner, in your daily business needs.

**Follow the links below for the Extranet SA User Guide & Extranet User Guide:**

- [Extranet Security Administrator \(SA\) User Guide](#)
- [Extranet User Guide](#)

### **9.1 Notifications / Subscriptions**

#### **Vendor User:**

To add **Subscriptions**, please follow these directions: (Also located in your Vendor Extranet Vendor User Guide).

1. Log into your account.
2. Click on **Subscriptions**.
3. Check the box(es) you wish to subscribe to.
4. Click on **Save**.

\*You will receive subscriptions via an automated email message.

#### **Security Administrator:**

To add **Subscriptions**, please follow these directions: (Also located in your Vendor Extranet Security Administrator User Guide).

1. Go to **My Account**.
2. Click on **List Users**.
3. Click on **Edit** icon. (This will pull of the Edit Vendor User screen.)
4. Add/change necessary information.
5. Click **Submit** to save changes.

\*If you do not click on "**Submit**", the changes will not be saved.

## Section 10 – Intentionally Left Blank

[HOME](#)

# Section 11 – VENDOR COMPLIANCE | SUPPLY CHAIN PERFORMANCE PROGRAMS

[HOME](#)

## Vendor Compliance | Supply Chain Performance Programs

### 11.1 – ASN Integrity Program

The Advance Shipping Notice ("ASN") plays a critical role in the timely, accurate receipt of the shipment at our DC or store, as well as promoting the effective payment of the invoice. The availability of a valid ASN also enables DC cross-docking, which reduces time-to-shelf. The ASN Integrity Program supports these inbound supply chain processes.

Toys"R"Us enforces that a valid ASN be provided by the vendor for each shipment to a DC or store. A valid ASN is understood to be an error-free ASN document that has been transmitted prior to the receipt of merchandise at the DC or store.

When an ASN is transmitted and first received by Toys"R"Us, an edit process will run to review the data content of the ASN. If discrepancies are found, then an ASN notification error, or an EDI856 error, will be generated, after which an automatic e-mail notification sent to extranet users who have subscribed to receive them. The notification allows the vendor to examine the details of the error and take corrective action, as required.

Failure to provide an accurate and timely ASN for each shipment will result in an infraction. Infractions are subject to an appeal process and may result in a vendor chargeback.

#### 11.1.1 – Directions to Receive Automatic Email Notifications

##### Vendor User:

To add **Subscriptions**, please follow these directions: (Also located in your Vendor Extranet Vendor User Guide).

- Log into your account.
- Click on **Subscriptions**.
- Check the box(es) you wish to subscribe to.
- Click on **Save**.

\*You will receive subscriptions via an automated email message.

##### Security Administrator:

To add **Subscriptions**, please follow these directions: (Also located in your Vendor Extranet Security Administrator User Guide).

- Go to **My Account**.
- Click on **List Users**.
- Click on **Edit** icon. (This will pull of the Edit Vendor User screen.)
- Add/change necessary information.
- Click **Submit** to save changes.

\*If you do not click on **"Submit"**, the changes will not be saved.

### **11.1.2 – ASN Infractions**

An ASN infraction can occur if:

1. The ASN is never sent for a shipment.
2. The ASN is transmitted containing errors and a corrected ASN is not retransmitted prior to merchandise receipt.
3. The ASN is sent after receipt of the merchandise
4. The ASN details (pack, inner pack, routing ID, quantity) does not match what was actually received at our DC. (Reference section 11.2 for information on EDI Pack and Inner Pack)

PLEASE NOTE: The receipt of the Functional Acknowledgment, or EDI 997, indicates ONLY that the ASN is received. This does NOT indicate that the data within the document has been validated against Toys"R"Us systems for accuracy and relevance. Toys"R"Us edits the ASN after it is received and verifies data points contained therein. If the ASN fails the edit process, the ASN is rejected and the individual's setup to receive the ASN Error Notification is notified of the errors.

### **11.1.3 – Corrective Actions for ASN Errors**

The following procedure is recommended to identify and correct the root cause of an ASN error.

1. Upon receipt of the ASN Notification error, promptly logon to the Vendor Extranet, and then click the hyperlink found in the ASN Notification email. (Note - The notification hyperlink is for a secure portion of the Vendor Extranet, which requires login prior to viewing.)
2. Review the error code in Section 11.3 – ASN Notification Errors. This section contains a detailed description of the ASN error.
3. Using the error description and information found in the ASN Notification Errors section; compare the erroneous ASN file to the EDI Transaction Set Specifications. Identify conflicting, incorrect, or missing data.
4. Make the necessary changes and resubmit the complete ASN with the same ASN ID (BSN-02) representing all PO's to Toys"R"Us immediately.

*Example: An ASN is sent but rejected with the error code: REF02: ROUTING NO. MISSING. According to the "ASN Notification Errors" section, the explanation for this is, "When shipping collect a routing number must be provided in a separate REF02\*RU element." After comparing the ASN to the EDI Transaction Set Specifications there are one of two possible errors.*

1. *The vendor is shipping collect, they indicated they are shipping collect in the FOB01 element, but they did not provide a routing number in the REF02\*RU element.*
2. *The vendor is shipping prepaid; however, they have mistakenly indicated they are shipping collect in the FOB01 element. The ASN is then rejected because the edits expect to find a routing number in the REF02\*RU element.*

\*Reference ASN Chargebacks (Section 11.10.1).

## 11.2 – EDI Pack and Inner Pack

### EDI PACK AND INNER PACK

The intent of this section is to help clear up some confusion since the Master Pack and Inner Pack defined in purchase order and fulfillment systems often do not match Pack and Inner Pack as defined by the EDI Transaction Set Specifications.

#### **EDI PACK AND INNER PACK DEFINITIONS:**

EDI PO401 Segment (Pack): "The number of inner containers, or number of eaches if there are no inner containers, per outer container."

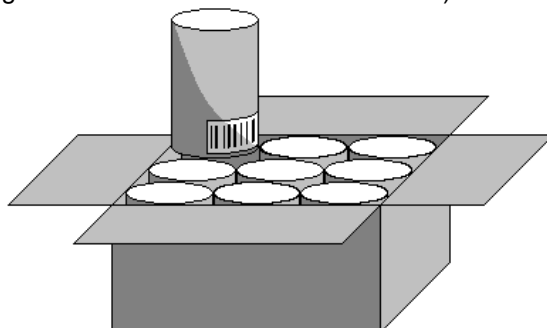
EDI PO414 Segment (Inner Pack): "If Inner Cartons are being sent, this is the number of selling units within one of the inner cartons."

#### **EXAMPLES:**

##### **Nine sellable units in a carton with no inner packs:**

EDI PO401 (Number of eaches) = 9

EDI PO414 (Number of selling units within one of the inner cartons) is omitted

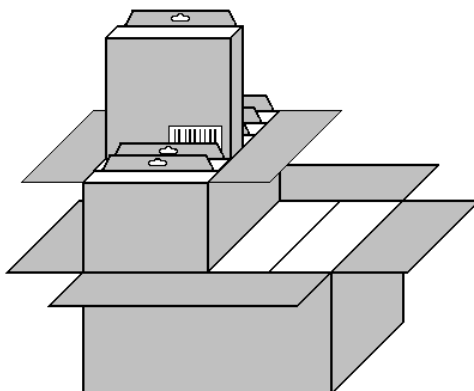


##### **Twelve sellable units in a carton with six of those units in each inner pack:**

EDI PO401 (Number of inner containers) = 2

EDI PO414 (Number of selling units within one of the inner cartons) = 6

\*A common error is to put 12 in the PO401 segment. Although the master pack quantity is 12, the EDI transaction standard calls for the number of inner containers if inner containers are present.





**11.3 – ASN Notification Errors**

<b>ASN NOTIFICATION ERRORS</b>		
	<b>Application Error Message</b>	<b>Error Explanation</b>
1.	ASN CARTONS <> ROUTED CARTONS	Carton quantity on ASN for item does not match the carton quantity that was submitted for routing through FOM.
2.	ASN DTM-02 (067) outside PO ETA	Delivery date on ASN is not within ETA week written on PO.
3.	ASN FOB-01 <>PO FOB-01	Freight term on ASN does not match freight term on PO .
4.	ASN LIN-05 item not PO item	TRU item number not ordered on PO.
5.	ASN PO4-01 PK<>PO P04-01 PK	The number of inner containers, or number of eaches provided on ASN does not match the number of inner containers, or number of eaches on PO.
6.	ASN PO4-14 <>PO PO4-14	Inner pack quantity on ASN does not match inner pack quantity on PO.
7.	BSN02: ASN NO. MISSING	ASN/Shipment ID is missing and must be provided in the BSN02 element.
8.	BSN03: ASN DATE INVALID	A valid date must be provided in the BSN03 element.
9.	BSN04: ASN TIME INVALID	A valid time must be provided in the BSN04 element.
10.	FOB01: SHIP METHOD IS INVALID	Element FOB01 is populated with neither a "PP" or "CC" representing freight terms for orders.
11.	FOB01: SHIP METHOD IS MISSING	Element FOB01 is missing a Shipment Method of Payment of either "PP" or "CC" depending on freight terms for orders.
12.	ITEM PACK MISSING/INVALID	Pack Qty for item is missing or is invalid in PO401 element.
13.	LIN03: UPC IS NOT FOUND	UPC provided in ASN is not valid because the TRU item number is missing in the LIN05 element causing UPC to not be able to link.
14.	LIN05: ITEM NUMBER NOT FOUND	A valid TRU item number is not provided in the LIN05 element.
15.	MAN02: VND TRACK NO. MISSING	A tracking number is missing in the MAN02 element and must be populated if ship to location is a store.
16.	MISSING GS1 CARTON IDS	ASN is missing GS1 carton IDs in MAN-05 element or calculation of values in ASN are not divisible.
17.	N104: LOCATION NOT FOUND	Element N104 represents an invalid TRU location ID that was not written on the order.
18.	N104: TRU LOCATION MISSING	Element N104 is missing the valid TRU location ID written on the order.
19.	PO/ITEM COMBO NOT VALID	A TRU item on the ASN does not exist on provided Purchase Order.
20.	PO/RESOURCE COMBO NOT VALID	The purchase order number provided does not belong to vendor resource ID.
21.	PO401: ITEM PACK ZERO	Element PO401 must contain a value greater than zero.
22.	PRF01: PO NUMBER MISSING	A Purchase Order number is missing and must be provided in the PRF01 element.
23.	PRF01: PO NUMBER NOT FOUND	The Purchase Order that has been provided in PRF01 does not exist.
24.	REF02: BOL/TRACKING# MISSING	A Bill of Lading or Tracking/Pro number is missing and must be included in an REF02*BM or REF02*CN element.
25.	REF02: ROUTING NO. MISSING	A routing number is missing and must be provided in a separate REF02*RU element when shipping collect.
26.	REF02(RU) INVALID	The Routing Number (provided from the Freight Tender Summary) is invalid and must be inserted into the REF02(RU) section.
27.	SN102: QTY IN PCS MISSING	Number of pieces is missing and must be provided in each SN102 element.
28.	TD102: CARTONS ARE NOT NUMERIC	Data provided in TD102 does not contain a numeric quantity.
29.	TD102: CARTONS ARE ZERO	Element TD102 must contain a value greater than zero.
30.	TD303: IMPORT CNTR NO. MISSING	An import container number is missing and must be provided in the TD303.
31.	TD503: SCAC MISSING	A SCAC (carrier code) is missing and must be provided in the TD503.
32.	UPC ITEM NOT = ASN ITEM	UPC included in ASN is NOT the lead UPC for the transmitted item provided in the PO.
33.	UPC NOT ON UPC MASTER	UPC provided in ASN is not in our item master.

## **11.4 - Carton Variance Routing Program**

The **Freight Order Management (FOM)** System is a web portal which domestic collect vendors shipping to Toys"R"Us Distribution Centers utilize to submit shipment routing requests. FOM facilitates collaboration between TRU buyers and Vendors/Suppliers through on-line purchase order confirmation, line item visibility, shipment creation, and transportation management integration.

**Note:** Domestic Collect Vendors include all collect vendors shipping from the United States and/or Canada.

The FOM portal provides Purchase Order Item level routing information. Vendors are responsible to validate item level carton weight and cube information, not just view.

The Freight Order Management (FOM) application was recently introduced to support the item level routing & scheduling requirements for our collect shipments. In addition to the FOM upgrade, Toys"R"Us will also be offering an enhancement to our ASN Error Notification program\* so that we may better support the integrity and validation of what has been requested for routing versus what has been physically shipped by our vendor partners. A description of this enhancement may be found in the message below.

**ASN Error Notification | FOM Carton Validation Enhancement:** Toys"R"Us places a high emphasis on ensuring that what has been submitted for routing is in fact what will ultimately be shipped by our vendor partners. The enhancement being introduced will support in the validation between what was submitted for routing through FOM versus what has actually been shown as shipped via the ASN.

Failure to provide an accurate and timely ASN that matches what was routed for each shipment will result in an infraction. Infractions are subject to an appeal process and may result in a vendor chargeback.

### **11.4.1 - Directions to Receive Automatic Email Notifications**

#### **Vendor User:**

To add **Subscriptions**, please follow these directions: (Also located in your Vendor Extranet Vendor User Guide).

- Log into your account.
- Click on **Subscriptions**.
- Check the box(es) you wish to subscribe to.
- Click on **Save**.

\*You will receive subscriptions via an automated email message.

#### **Security Administrator:**

To add **Subscriptions**, please follow these directions: (Also located in your Vendor Extranet Security Administrator User Guide).

- Go to **My Account**.
- Click on **List Users**.
- Click on **Edit** icon. (This will pull of the Edit Vendor User screen.)
- Add/change necessary information.
- Click **Submit** to save changes.

\*If you do not click on **"Submit"**, the changes will not be saved.

**Effective 10/20/10**, Toys"R"Us began notifying our FOM vender partners whenever a discrepancy is found between the carton quantity submitted for routing versus the carton quantity found on the ASN for each PO line item. Details of this error message are found below:

- **What will be measured?** The PO/item level carton count on the ASN will be compared to the PO/item level carton count submitted for routing through FOM.
  - **When would I receive the error notification?** Once the ASN is received by TRU, the comparison will be performed. If discrepancies are found, then an immediate notification will be sent to the vendor.
-

- **Who will receive these messages?** The message will be distributed to those identified on the Vendor Extranet who are subscribed to receive ASN Error Notifications
- **What will the message state?** The message will be in the same format as previous ASN error notifications. A sample of the notification is included below for your review.

Vendor	Subject	Type	ASN Date	Shipment ID	Location	PO Number	Error Type	Container	Error Message	Data Received
XXXXX	1	1	7/12/2010	4793801	8301	111111	WARNING		ASN CARTONS <> ROUTED CARTONS	QTY(000004) SKN(513396)

- Each message will include the specific shipment information including ASN Transmission Date, Shipment ID, PO Number, and Location
- **Error Message:** "ASN CARTONS <> ROUTED CARTONS"
  - Meaning that there is a discrepancy between the quantity found on your ASN versus the quantity submitted through FOM
- **Data Received:** This information represents what was included on your ASN that does not match TRU expectations
  - To research – Compare the ASN Data ("data received") to what was requested on the FOM submission
- **Will the ASN fail if this information is not correct?** No. Initially, these messages are intended to create awareness and ensure that actual shipments reflect what had been initially submitted for routing. Should Toys"R"Us continue to see discrepancies between physical shipments and routing submissions, then a performance program will be introduced to manage compliance.

#### **11.4.2 - Carton Variance Infractions**

A Carton Variance infraction can occur if:

The ASN item(s) carton quantity does not equal the routed carton quantity for an item(s)

PLEASE NOTE: The receipt of the Functional Acknowledgment, or EDI 997, indicates ONLY that the ASN is received. This does NOT indicate that the data within the document has been validated against Toys"R"Us systems for accuracy and relevance. Toys"R"Us edits the ASN after it is received and verifies data points contained therein. If the carton quantity on the ASN for an item does not match what was routed then it will generate an ASN Error Notification with these errors.

#### **11.4.3 – "BEST PRACTICES" for ASN CARTONS < > ROUTED CARTONS**

The following procedure is recommended to identify and correct the root cause of an ASN error.

1. Upon receipt of the ASN Notification error, promptly logon to the Vendor Extranet, and then click the hyperlink found in the ASN Notification email. (Note - The notification hyperlink is for a secure portion of the Vendor Extranet, which requires login prior to viewing.)
2. Using the error description and information provided in the ASN Notification Errors; compare the carton quantity included in the ASN file to what was routed in FOM.
3. Ensure that the cartons included on the ASN are what are actually loaded and shipped and the cartons routed in FOM are accurate.

#### **11.5 – ETA Management Program**

**The ETA Management Program is designed to drive operational improvements in our supply chain, specifically for complete fulfillment of our purchase orders within the ETA window.** The program governs shipments to the Toys"R"Us distribution network, exclusive of our Apparel distribution centers.

This Program is independent of the Master Purchase Order Agreement, and any other agreement between Toys"R"Us and its vendors. Acceptance of a purchase order after Program implementation constitutes acknowledgement of the Program, and agreement to the terms of the Program. This document describes the details and expectations of the Program.

### **11.5.1 – ETA Program Requirements**

#### **Delivery Timing**

Standards for on-time delivery focus on the planned versus actual receipt of goods. These standards vary, based upon freight type, i.e. collect vs. prepaid.

- **Prepaid On-time** - All requirements must be met to be compliant.
  - Vendor must access Lean Logistics and confirm PO shipments in the pre-planning area of the site.
    - Vendor must schedule the shipment on behalf of the carrier or advise the Vendor's carrier to access Lean Logistics to schedule by Tuesday of the ETA Window.
  - Vendor's carrier able to deliver within ETA Window
  - Yard Entry within ETA Window and prior to appointment
- **Collect On-time** - All requirements must be met to be compliant.
  - Routing Request submitted MORE THAN three full business days prior to Ship Window
  - Load must be made available to ship in its entirety within Ship Window
  - Load must ship within the Ship Window indicated on the Purchase Order

***“\*\* Communicate Any Concerns– It is the vendors’ responsibility to make Toys R Us aware if goods will not move in the ship window. Should a carrier arrange a pickup time outside of the ship window, and your warehouse has the freight ready for departure inside the ship window, contact Toys”R”Us immediately at [RRes@toysrus.com](mailto:RRes@toysrus.com) within 24 hours of the carrier communication.”***

Failure to meet any of the criteria identified above will result in non-compliance.

#### **Fill Rate**

Toys”R”Us expects 100% fulfillment of our purchase order quantities. Compliance is measured by calculating the quantity of received freight against the *current* purchase order. This is done at the item level, not cumulatively for the entire PO.

Substitute products, unless identified on the PO, will also be considered non-compliant.

Non-Compliance is represented in the following ways:

- Shortage, or failure for product to be received within 2 weeks of the ETA begin period
- Overage
- Unapproved substitutions

#### **Certification**

Certification is based upon the achievement of a weighted average of on-time delivery of 95% or greater *and* fill-rate non-compliance of 5% or less over a rolling 13-week period. The rating will be measured weekly, for the most recently finalized 13-week period. Performance that meets both measurements will result in certified status for the vendor. ETA non-compliance infractions incurred under this status will not result in chargebacks. While chargebacks will not be enforced for this period, vendors are still encouraged to review violations and appropriately appeal any infractions that wish to be challenged.

Performance must meet the above standards to avoid the loss of certification:

- The certification calculation is weighted by the cumulative dollar value of all orders received during the measurement period
  - Approved appeals positively affect performance ratings
  - Certification is recalculated weekly
-

## **11.6 – GS1-128 Carton ID Compliance**

ALL US shipments to an "R"Us location, including "R"Us DCs, will be required to have a GS1-128 serialized shipping container label applied to every carton and these IDs are to be integrated within the EDI Advanced Shipment Notice (EDI 856 document).

Below is an outline of the expectations for TRU shipments to our Regional Distribution Centers:

- EVERY carton delivered into a Toys"R"Us location will have a GS1-128 (SSCC-18 carton ID) label applied
- ASNs will be integrated so that they reflect the individual SSCC-18 carton IDs for every carton within the shipment.

Toys"R"Us already requires GS1-128 serialized shipping container labels for Direct-to-Store and Apparel shipments. This announcement does not change those requirements

### **Guidelines & Certification:**

Detailed expectations of Toys"R"Us requirements and expectations may be found within **Section 12.7** of the TRU Vendor Resource Guide accessible via the TRU vendor extranet at <https://vendorconnect.toysrus.com>. EDI mapping and specifications are found within **Section 2** of the TRU Vendor Resource Guide.

Toys"R"Us has enlisted the support of GXS / Inovis to provide individual testing and certification of the GS1-128 label & ASN for our vendors.

### **Determining Non-Compliance:**

Non-Compliance to these requirements will be determined in 2 primary ways:

- **GS1 Data Non-Compliance:** Failure to identify & transmit GS1-128 carton IDs within the shipment ASN (EDI 856) document.
  - Enhancements have been made to the TRU ASN Edit Program to confirm the existence of GS1-128 serialized carton IDs for all cartons found on the shipment.
  - Should an ASN be received without, or missing, carton IDs, an error notification will be sent to our vendor partners advising of the omission. The expectation will be to correct the ASN transmission and re-transmit the document with the expected carton IDs
  - Failure to transmit carton IDs within the ASN will be seen as non-compliant and subject to a \$25 penalty per ASN/PO/Location.
- **GS1 Receipt Non-Compliance:** Applies when defects are found that prohibit the ability to utilize the GS1-128 label in support of the receipt of product. Those defects are defined as:
  - Cartons received with NO GS1-128 label.
  - Cartons unable to be scanned (either due to missing carton ID information on the ASN; inaccurate carton ID info; or unreadable barcode found on the carton)
  - Cartons found with mis-applied labels (label does not match the contents of the carton)

Each instance defined above will be deemed as non-compliance and subject to the following assessments:

\$200 administrative fee | per Resource/PO/Location/Appointment

\$2 / carton variable fee | applied to every carton found non-compliant on appointment.

---

## **11.7 – Import Compliance Program**

Toys"R"Us, Inc. has business rules for effective management of our purchase orders shipping to the U.S. Your understanding and adherence to those requirements is critical for our mutual supply chain performance. Upon receipt of the purchase order from "R" Us, it is imperative that you verify all information on the purchase order for accuracy and to ensure that you are able to fulfill the order on time and complete, as required.

Toys"R"Us, Inc. expects 100% fulfillment of our purchase orders within the purchase order ship window.

**Failure by the vendor to execute the shipment of the purchase order complete and on-time within the purchase order ship window will result in non-compliance chargebacks.**

Compliance will be measured by comparing the FCR date and quantities shipped to the purchase order ship window and quantities ordered. Variance in either date or quantity will be subject to a deduction from payment. The value of this deduction will increase as severity of the violation increases, as indicated below.

This policy is in addition to our current requirements for cube, quality, and safety compliance. This policy applies to direct import freight only

## **11.8 – Item Compliance Program**

The program supports the vital need to have accurate information related to the items that we carry. The focus is data accuracy for item attributes, such as item and carton dimensions, carton weight, and pack configuration. Vendors control the information associated with their items.

Two infraction types were initiated to promote timely and accurate item management. These infractions result from circumvention of the required item sample verification process and/or item verification variance from the item master file.

### **1. UNVERIFIED ITEM**

If a new item is received at an "R" Us DC prior to verification at one of the Item Verification Centers in Shenzhen or Ohio, the vendor will be charged \$250 per item number (SKN). This includes:

1. Samples not available at Item Verification Center before arrival at DCs
2. Shipping less than a full carton of product for verification
3. Not clearly identifying the sample according to Toys"R"Us guidelines (see "Policy for Shipping Samples" above)

The deduction for the unverified item chargeback will be coded with a prefix of "ITC" on the remittance advice.

### **Important Note:**

All sample requests should arrive at the verification center at minimum 2 business days prior to arrival at the DC. This will allow Toys"R"Us sufficient time to complete the verification process. If physically shipping product prior to the completion of verification, the vendor must ensure that all item attributes are as accurate as possible or risk potential for Item Variance Non-Compliance

When shipping via a small parcel carrier, please designate the TRU item # within the "notes" field of the bill of lading. This data is needed for properly identifying product involved in an Unverified Item infraction.

---

## 2. ITEM VARIANCE

At time of item verification, when variances are detected outside of Toys"R"Us tolerances, and the vendor has already introduced product in the "R"Us supply chain (actively shipped product electronically and physically), then a item variance fee will apply to every carton shipped that contains incorrect item information.

Attribute	Tolerance Allowed	Infraction charge
<b>Sellable Item Cube</b>	12% variance or less	\$1 per carton shipped
<b>Carton Cube</b>	12% variance or less	\$1 per carton shipped
<b>Carton Weight</b>	20% variance or less	\$1 per carton shipped
<b>Pack and Inner Pack Configuration</b>	None	\$1 per carton shipped

The deduction for the item variance chargebacks will be coded with a prefix of "ITV" on the remittance advice.

**Important Note:** It is strongly recommended that all sample requests arrive at the verification center at least one week prior to the physical shipment of the item (at minimum 2 business days prior to the shipment of the item pending verification). This will allow the verification process to be completed and avoid potential for any variances.

We have recognized that a **Best Practice** is to update the item file in EDQ as soon as you have the final shipping cartons and item packaging from your packaging supplier. We encourage you to follow this practice to ensure accurate and timely data in our item master.

### **11.9 – UPC Compliance Program**

Toys"R"Us established a policy to support the elimination of all UPC Not on File situations. This program is designed to deliver improved performance through item accuracy, specifically, to improve our POS integrity, support in-stocks, and enhance the shopping experience. We rely upon having complete and accurate UPC's for all products within our assortments and the responsibility for ensuring the accuracy of the item UPC information rests with our vendor partners

**The detection of a UPC Not on File at any of our DC's or Stores will result in a \$2,500 vendor chargeback per UPC.**

It is imperative that you verify the accuracy of the item information included within our item master for your products. Vendor partners are encouraged to frequently review their Toys"R"Us item file to validate both the presence and accuracy of UPC's for all your products in our assortment. As necessary, updates and corrections must be made through the Enterprise Data Quality (EDQ) system on the Toys"R"Us Vendor Extranet.

#### **UPC Not On File Notifications**

Should non-compliance occur, vendors are made aware of the infraction amount and the affected UPC(s) via email. Please properly identify which Vendor Extranet user should receive such communications, and assign the "UPC Compliance" subscription to that party. Further details on signing up for subscriptions can be found in section 9.1 of this guide.

### **11.10 - Chargebacks**

#### **11.10.1 – ASN Chargebacks**

ASN chargebacks are assessed for failure to deliver an error-free ASN prior to receipt of the merchandise. The chargeback schedule is based off whether the receiving location is a Store or DC.

**Non-Compliance Fee Schedule: DC ASNs**

- EDI 856 INVALID or NO DC ASN SENT results in a \$500 per order/location receipt chargeback
- EDI 856 VALID DC ASN SENT LATE results in a \$500 per order/location receipt chargeback

**Non-Compliance Fee Schedule: Store ASNs**

- EDI 856 INVALID or NO STORE ASN SENT results in a \$50 per order/location receipt chargeback
- EDI 856 VALID STORE ASN SENT LATE results in a \$50 per order/location receipt chargeback

\*For a comprehensive list of chargeback rates for different violations, please refer to the Chargeback Schedule in section 11.10.7.

**11.10.2 – ETA Chargebacks**

The ETA chargeback schedule is based on whether the non-compliance is attributed to delivery performance or PO fulfillment performance.

**Non-Compliance Fee Schedule: Delivery Compliance**

All chargebacks are calculated against the non-compliant portion of the PO Line

- Compliance of greater than 95% of the PO Line cost results in no chargeback
- Compliance from 85.1% to 95% of the PO Line cost results in 2% chargeback
- Compliance at 85%, or less, of PO Line cost results in 5% chargeback
- Non-compliance against ROTO product is subject to doubled chargeback

**Non-Compliance Fee Schedule: Fill Rate**

All chargebacks are calculated against the non-compliant portion of the PO Line

- Variance of less than 5% from the PO Line quantity results in no chargeback
- Variance of 5% to 14.9% from the PO Line quantity results in 2% chargeback
- Variance of 15% or greater from the PO Line quantity results in 5% chargeback
- Non-compliance against ROTO product is subject to doubled chargebacks

**ETA Infractions in DPS**

ETA Non-Compliance is calculated at the PO/Shipment level. Should non-compliance occur on multiple items that are under the same Purchase Order, individual Infraction IDs will be rolled up under one "Master Infraction ID"

Example Below:

Master Infraction ID	Infraction ID	Certified	Purchase Order	Location	Routing ID	Appt ID	Reason Code	Date Issued	Subject	Appeal Window	Charge	Status
168	1323423	N	123456	9501	LTL3724438	379839	DELIVERY NON-COMPLIANCE	09/13/2015	ETA	3 Days	\$696.78	New
168	1323421	N	123456	9501	LTL3724438	379839	DELIVERY NON-COMPLIANCE	09/13/2015	ETA	3 Days	\$1,443.33	New
168	1323425	N	123456	9501	LTL3724438	379839	DELIVERY NON-COMPLIANCE	09/13/2015	ETA	3 Days	\$696.78	New

\*For a comprehensive list of chargeback rates for different violations, please refer to the Chargeback Schedule in Section 11.10.7

**11.10.3 – Import Chargebacks****Non-Compliance Fee Schedule: Ship Window Violations**

Late shipments will be measured and chargebacks will be enforced according to the schedule below

- PO Line Item received after ship window expires results in 5% X extended cost of late shipment chargeback
- Minimum chargeback per Line Item \$500 US



**Non-Compliance Fee Schedule: Quantity Violations**

- Any variance of more than 5% from the purchase order quantity will result in a 5% charge against the unfilled portion of the purchase order.

\*For a comprehensive list of chargeback rates for different violations, please refer to the Chargeback Schedule in Section 11.10.7

**11.10.4 – Item Chargebacks**

The Item chargeback schedule is based on non-compliance to the Toys"R"Us Sample Verification Program.

**Non-Compliance Fee Schedule:**

- UNVERIFIED ITEM results in \$250 per item chargeback
- ITEM VARIANCE results in the following chargebacks:

Attribute	Tolerance Allowed	Infraction charge
<b>Sellable Item Cube</b>	12% variance or less	\$1 per carton shipped
<b>Carton Cube</b>	12% variance or less	\$1 per carton shipped
<b>Carton Weight</b>	20% variance or less	\$1 per carton shipped
<b>Pack and Inner Pack Configuration</b>	None	\$1 per carton shipped

\*For a comprehensive list of chargeback rates for different violations, please refer to the Chargeback Schedule in Section 11.10.7

**11.10.5 – UPC Non-Compliance Chargebacks**

The UPC chargebacks are assessed based on the detection of UPC non-compliance at any of our DC's or Stores. When instances of non-compliance are discovered, the following chargeback schedule applies:

- UPC non-compliance at a DC/Store results in a \$2,500 chargeback per UPC.

Vendor partners are encouraged to frequently review their Toys"R"Us item file to validate both the presence and accuracy of UPC's for all your products in our assortment. As necessary, updates must be made through the Enterprise Data Quality (EDQ) system on the Toys"R"Us Vendor Extranet.

Chargebacks issued will appear on the vendor's remittance advice with a Reference ID beginning with UPC and ending with the Toys"R"Us control number (example – remittance would be UXXXXXXXxx whereas "XXXXXXX" represents the item number and the "xx" indicates the number of times the same item has received a UPC violation. AA=1, AB=2, AC=3, etc).

\*For a comprehensive list of chargeback rates for different violations, please refer to the Chargeback Schedule in Section 11.10.7

**11.10.6 – Appointment Compliance Chargebacks**

The program monitors whether our partners arrive at Toys"R"Us Distribution Centers on-time, according to the delivery appointments created within the LEAN Logistics scheduling system. Two types of programs have been created to promote & measure appointment performance.

- Late Appointments:** Identified as situations where the carrier arrival is after the scheduled appointment begin time. Performance is measured based on a comparison between when a trailer is "Checked In" at a Toys"R"Us Distribution Center vs. the Appointment Begin. Freight is "Checked In" when a trailer passes through Security and is located within the distribution center yard.

1. For Prepaid POs: Non-compliance is assessed at \$150 per appt ID/DC.
2. For Collect POs: Non-compliance, and the oversight of carrier appointment performance, will be directly managed by "R"Us Logistics.

- **No Show Appointments**: Are defined as situations where the carrier does not show up for a scheduled appointment OR instances where re-schedules are required within 8 hours of the expected delivery date/time.

Non-compliance is identified when there is no record of the arrival for a scheduled appointment OR where scheduling records identify a vendor/carrier initiated re-schedule requests inside the required window.

*NOTE: Appointment changes initiated by Toys"R"Us will not cause non-compliance.*

1. For Prepaid POs: Non-compliance is assessed at \$150 per appt ID/DC.
  2. For Collect Pos: Non-compliance, and the oversight of carrier appointment performance, will be directly managed by "R"Us Logistics.
-

**11.10.7 – Chargeback Schedule**

<b>CHARGEBACK SCHEDULE</b>		
<b>Prefix</b>	<b>Violation</b>	<b>Chargeback</b>
ASN	EDI 856 INVALID or NO DC ASN SENT	\$500.00 PER ORDER/LOCATION RECEIPT
ASN	VARIANCES FOUND IN EDI 856 DC ASN	\$500.00 PER ORDER/LOCATION RECEIPT
ASN	EDI 856 VALID DC ASN SENT LATE	\$500.00 PER ORDER/LOCATION RECEIPT
ASN	EDI 856 INVALID or NO STORE ASN SENT	\$50.00 PER ORDER/LOCATION RECEIPT
ASN	EDI 856 VALID STORE ASN SENT LATE	\$50.00 PER ORDER/LOCATION RECEIPT
ETA	FILL RATE VARIANCE FROM PO LINE QTY*  FILL QTY +/- 5% UP TO 14.9%  FILL QTY +/- 15% OR GREATER	2% X NON-COMPLIANT QUANTITY  5% X NON-COMPLIANT QUANTITY
ETA	DELIVERY VARIANCE (LATE/EARLY)*  5 TO 14.9% PO LINE QTY OUTSIDE PO ETA WINDOW  15% OR GREATER PO LINE QTY OUTSIDE PO ETA WINDOW	2% X NON-COMPLIANT QUANTITY  5% X NON-COMPLIANT QUANTITY
ITC	UNVERIFIED ITEM	\$250.00 PER ITEM NUMBER (SKN)
ITV	ITEM VARIANCE GREATER THAN 12%	\$1.00 PER CARTON SHIPPED
*U	UPC NON-COMPLIANCE	\$2500.00 PER UPC
APPT	APPOINTMENT COMPLIANCE	\$150 PER APPOINTMENT
GS1	GS1 DATA DISCREPANCY GS1 RECEIPT DISCREPANCY	\$25 PER ORDER \$200 PER ORDER + \$2 PER CARTON
CVR	CARTON VARIANCE ROUTING	\$150.00
IMPORT	LATE DIRECT IMPORT SHIPMENT PO LINE RECEIVED AFTER S/W MINIMUM CHARGEBACK	5% X EXTENDED COST OF LATE SHIPMENT \$500 MINIMUM PER PO LINE
	UNAUTHORIZED USE OF AIR FREIGHT	AIR FREIGHT EXPENSE AND HANDLING CHARGES INCURRED WILL BE BILLED BACK TO THE VENDOR

**11.10.8 – Other Chargebacks and Fees**

For additional information, backup documentation, and instructions on how to appeal a chargeback or fee not designated as ASN or ETA (e.g. CAS, LAB, CE, JC, FT, etc.) please view the information contained under Accounts Payable.

## 11.11 – Appeals

Toys”R”Us does allow appeals for ASN, ETA, APPT and ITM infractions under the following conditions.

1. The appeal must be submitted through the Delivery Performance System (DPS).
2. The appeal must be submitted while the 14-calendar-day Appeal Window is open. The Appeal Window begins once an infraction is created within the DPS system. Once an infraction has been converted to "Billed" status at the end of the two-week period Toys”R”Us will not review any appeals. (Reference DPS Workflow. In the “DPS Navigation & Instructions Manual under Section 11.12)

### 11.11.1 – Vendor Appeal Matrix

This matrix represents standard documentation that must be submitted to commence investigation of the appeal. Appeals submitted without the required documentation will be denied. This matrix, however, may not cover all situations so additional documentation should be included with appeal to substantiate your claim, when necessary.

#### Appeal Attachment Limits:

1. Only 1 attachment is permitted in the Delivery Performance System, which requires that multiple documents be merged.
2. There is a 1MB maximum file size limit when uploading attachments.

Subject	Compliance Reason	Mandatory Appeal Documentation
ASN ASN COMPLIANCE	ASN VARIANCE	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>Signed BOL and packing list showing carton info</li> <li>EDI sender ID; ISA control code; ASN ID (BSN-02)</li> <li>Supporting documentation if necessary (email)</li> </ul>
	ASN VARIANCE (ROUTING ID)	<ul style="list-style-type: none"> <li>Reason for appeal.</li> <li>TRU Freight tender summary displaying routed ID. (Example DST000123456)</li> </ul>
	NO ASN FOR RECEIPT	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>EDI sender ID; ISA control code; ASN ID (BSN-02)</li> <li>Date ASN Transmitted</li> <li>Date Functional Acknowledgement (EDI997) Received</li> </ul>
	ASN RECEIVED LATE	<ul style="list-style-type: none"> <li>Reason for Appeal</li> <li>EDI sender ID; ISA control code; ASN ID (BSN-02)</li> <li>Date ASN Transmitted</li> <li>Date Functional Acknowledgement Received</li> </ul>
CVR ROUTING COMPLIANCE	CARTON VARIANCE - ROUTING	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>Signed BOL and packing list showing carton info</li> <li>EDI sender ID; ISA control code; ASN ID (BSN-02); Date ASN transmitted.</li> <li>TRU Freight tender summary displaying item carton count</li> </ul>
ETA ETA DELIVERY COMPLIANCE	DELIVERY (PREPAID)	<ul style="list-style-type: none"> <li>Reason for Appeal</li> <li>TRU DC signed Bill of Lading</li> <li>POD if Parcel Shipment (Example: UPS)</li> </ul>
	FILL RATE (PREPAID)	<ul style="list-style-type: none"> <li>Reason for Appeal</li> <li>TRU DC signed Bill of Lading (POD)</li> <li>Packing List</li> </ul>
	DELIVERY (COLLECT)	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>Date load available for pickup</li> </ul>
	FILL RATE (COLLECT)	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>Date of pickup (FOM Screenshot)</li> <li>Collect driver signed BOL</li> <li>Packing List</li> </ul>
ITEM (ITV / ITC) ITEM VERIFICATION COMPLIANCE	ITEM RECEIVED BEFORE VERIFICATION	<ul style="list-style-type: none"> <li>Reason for appeal.</li> <li>POD of item to Verification Center or tracking #.</li> </ul>
	ITM ATR VARIANCE ABOVE TOLERANCE	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>Any documentation that supports the above reason.</li> </ul>
GS1	GS1 DATA NC ERROR	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>EDI sender ID; ISA control code; ASN ID (BSN-02)</li> </ul>
	GS1 RECEIPT NC ERROR	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>EDI sender ID; ISA control code; ASN ID (BSN-02)</li> <li>Signed BOL and packing list showing carton info</li> <li>Loading Report (if available)</li> </ul>
APPT	LATE APPOINTMENT	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>Date/Time of the secured appointment time in LEAN (screenshot)</li> <li>TRU DC signed BOL (POD)</li> </ul>

	<b>NO SHOW</b>	<ul style="list-style-type: none"> <li>Reason for appeal</li> <li>Date/Time of the secured appointment time in LEAN (screenshot)</li> <li>TRU DC signed BOL (POD)</li> </ul>
<b>UPC</b>	<b>UPC COMPLIANCE</b> Appeals Performed Outside of DPS – submitted via email	<ul style="list-style-type: none"> <li>Reason for appeal in body of email</li> <li>Copy of UPC Non-Compliance notification, including attachments</li> <li>Screenshot of Item from EDQ, to include EDQ Audit trail or email notification to merchant team</li> <li>Any additional documentation supporting the UPC for the item</li> </ul>
<b>IMPORT</b>	<b>IMPORT DELIVERY POLICY</b> Appeals Performed Outside of DPS – submitted via email	<ul style="list-style-type: none"> <li>Reason for appeal in body of email</li> <li>Extension Chargeback Notice &amp; Invoice from APL Logistics</li> <li>Copy of Certificate of Compliance (COC)</li> <li>Copy of Forwarder's Cargo Receipt (FCR)</li> <li>Additional documentation, as needed, to support claim</li> </ul>

## 11.12 - Delivery Performance System

The Delivery Performance System (DPS) is a web-based application enabling on-line monitoring of vendor compliance and appeal management. This system allows users the ability to view supply chain infractions as they occur, appeal the infractions within the designated timeframe, and query backup documentation if an infraction converts to "Billed" status and becomes a chargeback.

### IDENTIFICATION OF NON-COMPLIANCE

- Measured Weekly:** Non-compliance is measured weekly based on the delivery of merchandise and scheduled ETA of the purchase order. Upon completion of receipt, or ETA period, the delivery information is evaluated and measured against our supply chain business rules.
- New Infractions Post to DPS Every Monday:** Every Sunday, supply chain performance is measured and non-compliant shipments are identified. Should infractions be identified, those instances will post to DPS for view on Monday morning. Non-compliance measurements will not take place again until the following Sunday

### NOTIFICATION OF NON-COMPLIANCE

- Vendor Responsibility to View DPS Regularly:** Toys"R"Us does not issue notifications of new violations found within DPS. It is the vendor's responsibility to view DPS on a regular basis, based on scheduled delivery of merchandise, to recognize and become aware of non-compliance.
- Capability to View & Appeal:** After an infraction posts to DPS, our partners will have 14 calendars days to view the infraction or submit an appeal. Once the 14 day period has elapsed, the violation will convert to Billed Status and will be archived from your current dashboard.

### INSTRUCTIONS & USE OF DPS

- Follow this link to review the ["DPS Navigation & Instructions Manual"](#) for instructions on how to use the system.

### RESEARCH OF HISTORICAL VIOLATIONS or CONFIRMING DETAILS OF CHARGEBACK REFERENCE IDS

Deductions including the prefix of ASN, ETA, ITC, ITV, CVR, & GS1 represent non-compliance to our Supply Chain programs.

The supporting details for chargeback deductions are found within the Delivery Performance System (DPS), accessible via our Vendor Extranet (<https://vendorconnect.toysrus.com>)

Please access DPS again using the following steps:

- Go to TRU vendor portal
- Under applications, Access DPS
- Once launched, select "Infraction Page"
- Go to Chargeback Ref ID (in bottom right hand corner)
- Within text box, type ASN00XXXXX
- Select search
- When the results return, click on the hyperlink and details of the violation will then be visible for your review.

## **11.13– Return to Vendor (RTV)**

### **Return to Vendor Summary**

Upon occasion, Toys"R"Us will identify a need to return product to vendors. Product Returns to vendors will be based on the terms of the Master Purchase Order Agreement, unauthorized shipments, invalid orders, cancelled shipments, defective, damaged or recalled product.

Product Returns are to be facilitated by the TRU Business Teams in order to identify the items, quantities, and locations requiring the return. Once the Product Return has been authorized by the Vendor (including Return Authorization Number or RA number), and the return request has been created, the RA# and return instructions will be communicated to the appropriate TRU facilities for execution per the Return Process SOPs and approved RA instructions.

- Default Freight Terms for RTV's are COLLECT – As such, vendors are required to provide a designated carrier and shipping account number for returned goods. Collect vendors without a designated carrier on file will be charged for the returned freight.
- Vendors will be charged the landed cost of the product, including inbound freight, if paid by Toys"R"Us; TRU reserves the right to true up to landed cost after the end of each fiscal year
- A 10% handling fee (based on cost of product returned) will be assessed for product processed by TRU
- Toys"R"Us will not wait for an RA# to initiate the return of any recall or safety concerns products.
- RTV's may be processed directly from TRU locations or via TRU DC's
- Toys"R"Us will not be responsible for exporting any product returns. Vendors must provide a domestic location to return the goods OR the goods will be subject for field destroy.

Timeline for execution of RTV's:

- Store to DC to Vendor RTV: Up to 8 weeks from Submission Deadline
- Store to Vendor RTV: Up to 3 weeks from Submission Deadline
- DC to Vendor RTV: Up to 3 weeks from Submission Deadline

For questions related to RTV's please email RTV Support at [rtvsupport@toysrus.com](mailto:rtvsupport@toysrus.com)

---

## Section 12 – SHIPPING (Domestic)

[HOME](#)

### 12.1 – PACKAGING GUIDELINES | GS1-128

Toys"R"Us requires the Vendor to adhere to specific carton and packing requirements identified in this section. Items that are perishable or have finite shelf lives, must arrive at the DC with a minimum of 90 days of shelf life. Failure to comply with carton weight, size, corrugated, or labeling requirements may result in lost or damaged merchandise and excessive handling by the Distribution Centers. To avoid unnecessary delays and additional expense,

Vendors must adhere to these carton, packing, shelf life, and labeling requirements. .

### 12.2 – CARTON REQUIREMENTS

Each Vendor is responsible for the quality of packing used to transport product. This includes utilizing high quality packaging as it relates to cartons, tape and dunnage. Each carton must sufficiently protect merchandise from damage during transportation. We strongly urge all Vendors to use recyclable, ecologically safe materials when packaging their product

- All cartons must be sealed with reinforced paper tape, plastic tape, or when practical, glue.
- All items must be shipped in master pack quantities.
- No cartons are to be sealed with metal or fiber banding or strapping of any kind. Oversized or overweight non-conveyable cartons and multi-part items are exempted from banding restrictions.
- If a carton is non-conveyable, banding can be used. The item should be protected by using a cardboard corner to protect the carton and the item from damage.
- Contents within the cartons must NOT in any way protrude from the carton (i.e. – bikes, strollers).
- All merchandise should be packaged in cartons and must fully envelope the merchandise. There should be no open sides that expose the product to potential damage.
- Square-shaped master cartons should NOT be used. Cartons that are rectangular in shape, with a low center of gravity (weight and placement of contents within the master carton determine this) are best suited for conveying.
- All sides of the master carton must be flat to ensure optimum conveying characteristics.
- Staples must NOT be used on any cartons.
- Packaging must be capable of withstanding, without failure, the compression, vibration, abrasion, grasping, temperature and humidity normally associated with the distribution process.
- Vendors that are identified as having poor packaging will be informed promptly.

Cartons weighing **MORE** than 40 lbs. must withstand a minimum of 200 lb. burst test or 32-edge crush test.

Cartons weighing **LESS** than 40 lbs. must withstand a minimum of 175 lb. burst test or 29-edge crush test.

## **12.3 – CARTON DIMENSIONS AND WEIGHT**

### **12.3.1 – Conveyable Dimensions**

The Toys”R”Us Distribution Centers are configured to support automatic conveyance of cartons within the following size and weight limitations:

	<b>Length (in.)</b>	<b>Width (in.)</b>	<b>Height (in.)</b>	<b>Weight (lbs.)</b>
<b>Minimum</b>	<b>9”</b>	<b>6”</b>	<b>2”</b>	<b>No less than 1 lb.</b>
<b>Maximum</b>	<b>39”</b>	<b>30”</b>	<b>31”</b>	<b>No more than 75 lbs.</b>

**\*\*Any item falling below minimum dimensions will be processed using a conveyable tray.**

- All merchandise should be packaged in conveyable cartons and weigh less than 75 lbs. unless the overall size or weight of the item prevents this.
- No carton straps or bands of any type are to be placed around conveyable cartons.
- Master cartons are NOT to be wrapped in any type of plastic film.

### **12.3.2 – Non-Conveyable Dimensions**

Toys”R”Us prefers all carton dimensions adhere to conveyable dimensions. Certain circumstances may warrant non-conveyable dimensions. They are:

- When an individual item’s dimensions or weight exceeds the maximum. (Refer to the chart above)
- When the nature of the item is Hazardous. (See ITEM SPECIFIC REQUIREMENTS below)

## **12.4 – SPECIFIC ITEMS**

### **12.4.1 – Bicycles**

Bicycles must have 5-inch diameter plastic axle protectors placed on the fork nut. This will ensure the cartons are not damaged during transit.

### **12.4.2 – Furniture**

Furniture needs to be loaded with special care and placed in trailer with arrows facing up. Proper placement of this product during transport will prevent damages to the product. *Furniture should not be placed upside down, sideways, or on corners, for this will cause damage.* When possible, like product should be loaded together with the heavier product on the bottom.

Special Order product, or product labeled with green customer label, should be loaded on the tail of the trailer.

### **12.4.3 – Non-Hazardous Liquids**

Vendors that are shipping liquid contents will be required to use an extra level of cardboard on the top of the package to ensure carton stability.

### **12.4.4 – Hazardous Products**

**NOTE: PRODUCTS MUST ADHERE TO GOVERNMENT REGULATIONS REGARDING TRANSPORTATION AND PACKAGING.**



## **12.5 – MASTER CARTON MARKINGS**

The proper marking of cartons is essential to the identification of the Vendor's shipment through the supply chain. Improper marking may delay the processing of the Vendor's shipment to the selling floor, resulting in lost or damaged merchandise, and excessive handling by the Distribution Centers.

The below listed information should be printed on the exterior of each shipping carton. The preferred placement of the carton markings is on either side panel of the shipping carton. Carton markings should not be obstructed by any labels.

- Manufacturer name
- Manufacturer item number
- Description of item include gender and garment type (ex: Boys Shorts)
- Total item quantity in carton
- Size (must be on either carton marking or shipping label)
- Color (must be on either carton marking or shipping label)
- Country of origin (only required for goods produced outside the US)

### **12.5.1 – Inner Label Requirements**

No inner pack label is required.

## **12.6 – Intentionally Left Blank**

## **12.7 – SHIPPING LABEL REQUIREMENTS**

In addition to master carton marking, all cartons shipped to "R"Us Distribution Centers and direct-to-store shipments require a proper shipping label.

Included within this section are the outline requirements for both GS1-128 shipping container labels and basic shipping labels.

**NOTE:** GS1-128 labels are mandatory for direct-to-store shipments

**Effective June 2012, Toys"R"Us will require ALL cartons shipped to "R"Us locations to utilize a GS1-128 serialized shipping container label.**

Toys"R"Us utilizes label formatting consistent with the GS1 US Common Label for shipments delivered within the United States. For additional information on GS1 standards for labels or barcodes, please visit the GS1 US website <http://www.gs1-128.info> or <http://barcodes.gs1us.org>

Vendors using GS1-128 labels are required to comply with the Global Standard 1 (GS1) specifications in association with the expectations outlined in this document.

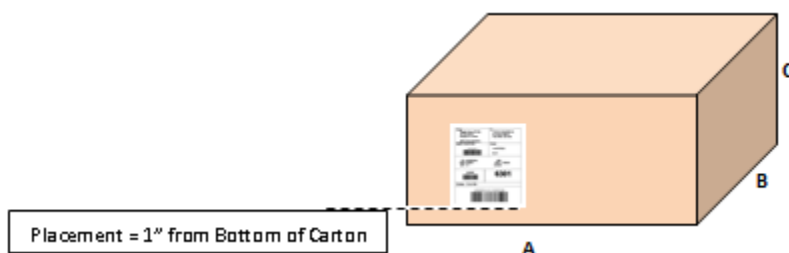
Vendors are encouraged to use an approved GS1-128 label for all shipments immediately if not already doing so as this will ease the supplier's transition as this becomes a requirement in 2012.

---

### 12.7.1 – GS1-128 (SSCC-18) Carton Label Requirements

- Label Type - Each carton is required to have one unique GS1-128 label.
- Label Type - The standard carton label size is 4" by 6" self adhesive. Black type on white background.
  - The GS1-128 barcode is expected to be at least 3" in width, 1.25" in height, with 0.25" quiet zone on each side with a minimum 20 mm bar width
- Label Type – Use "smudge-proof" labeling ink to avoid barcodes that are unreadable
- Label Placement - The SSCC-18 barcode is expected to be 1 inch from the bottom of the carton and approximately 2.5 inches from the vertical left edge of the carton.
- Label Placement – The barcode at the bottom of the label is to be placed flat.
- Label Placement - Barcode is to be placed vertically (or perpendicular to the bottom of carton)
- Label Placement - ALL labels are to be applied to the longest, flat side of the carton. Please refer to the illustration below
- Label Placement - If the size of the label prevents placement on a single side of the carton, the GS1-128 label may overlap the top of the carton provided the SSCC-18 barcode remains readable on the side of the carton
- Label Placement - If your operations are automated to place labels on fronts of cartons, then a duplicate label with same barcode may be affixed to the longest side of the carton displaying the barcode & human readable GS1-128 number

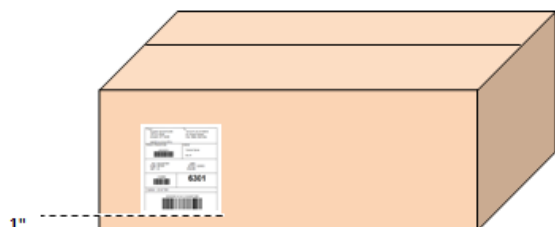
**Quick Help Illustration:** See example for assistance in identifying longest side of carton



- Identify the dimensions of the carton, in order of largest to smallest:
  - A = longest | B = middle | C = shortest
- Orient the carton as shown in the sketch relative to these dimensions. Graphics on the box and sealed flaps are not a consideration in this orientation.

#### EXAMPLES – Label Placement

-- Example of **CORRECT** Side Application:



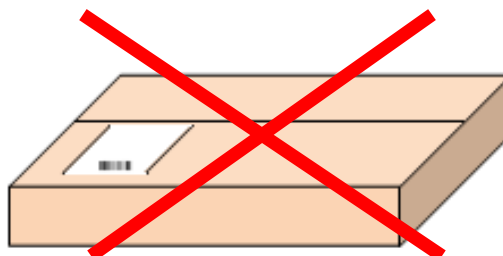
-- Example of **CORRECT** Label Wrap Application:



-- **Incorrect** Application of Label:



-- **Incorrect** Application of Label





- Avoid the following errors:
  - Ensure all other GS1-128 barcodes are removed or covered to render old codes unscannable
  - Do not cover any pertinent carton markings with the GS1-128 label
  - Do not cover your GS1-128 label with tape or it will be unscannable
  - For the ASN transmissions, if ASNs must be re-transmitted after shipment, ensure the original SSCC-18 carton IDs are re-sent on your updated ASN. This ensures that the ASN will match the carton labels

### GS1-128 Label Example

- All GS1-128 shipping labels require the following information:
  - Zone A: Ship From Info | Supplier Name & Address
  - Zone B: Ship To Info | Toys"R"Us Location & Address
  - Zone C: Postal Code
  - Zone D: Carrier Information (Preferred)
  - Zone E: Customer Information
    - PO – 10 Digit PO Number
    - ITEM – Toys"R"Us Item Number
    - STYLE – Vendor Style Number (should match EDQ)
    - QTY – Total unit quantity within carton
    - SIZE / COLOR – Required for Apparel Only
  - Zone G: Unit Store Barcode (Optional)
  - Zone H: Toys"R"Us 4 digit location number (Font size must be between 36 – 72 point)
  - Carton Count - Refers to the carton number of the specific item on the P.O. (ex. 1 of 5)
  - Zone I: SSCC-18 human readable carton ID (including application identifier of "00")  
 GS1-128 (SSCC-18) barcode  
 \*\*\* The SSCC-18 information must match to your ASN (EDI 856)

Toys "R" Us | GS1-128 Label

<b>Zone A:</b> SHIP FROM NAME AND ADDRESS	<b>From:</b> Supplier Name #12345 123 Any Street Anytown, ST 12345  MADE IN (COUNTRY)	<b>To:</b> TOYS R US (WHSE #) DC Street Address City, State, Zip Code	<b>Zone B:</b> SHIP TO NAME AND ADDRESS
<b>Zone C:</b> CARRIER ROUTING BARCODE	Ship to Postal Code  (420) 07470 	<b>Carrier:</b>  Carrier Name  B/L #	<b>Zone D:</b> CARRIER INFORMATION
<b>Zone E:</b> PO NUMBER ITEM NUMBER QUANTITY	<div style="display: flex; justify-content: space-between;"> <div> <b>PO:</b> 6301987654  <b>ITEM:</b> 987654  <b>QTY:</b> 24         </div> <div> <b>SIZE:</b>  <b>STYLE:</b> 123RED  <b>COLOR:</b> </div> </div>		SIZE (apparel only) STYLE # COLOR (apparel only)
<b>Zone G:</b> UNIT STORE or DC# BARCODE	(91) 6301 	<div style="font-size: 2em; font-weight: bold;">6301</div>	<b>Zone H:</b> DC #
CARTON COUNT	Carton: 23 of 100		
<div style="text-align: center;">         (00)006141411234567890   </div>			
<b>Zone I:</b> SSCC – 18 GS1-128 BARCODE DATA ON LABEL MUST MATCH 856 ASN			

**12.7.2 – GS1-128 Label Approval Process****LABEL FORMAT**

Vendors must submit a sample GS1-128 label for approval to Toys"R"Us, Inc. prior to shipping. Please follow the below instructions when submitting sample GS1-128 labels for Label Format Approval:

- Email GS1-128 samples to [vendorcompliance@toysrus.com](mailto:vendorcompliance@toysrus.com)
  - Please specify **"GS1-128 approval request"** in subject line of email.
- Vendors will receive confirmation via email of acceptance or rejection of sample label.
- If the sample GS1-128 is rejected, vendors must correct errors and resubmit a revised GS1-128 label.

**ASN SPECIFICATIONS & LABEL BARCODE TESTING**

Toys"R"Us expects the SSCC-18 carton ID found on the label to match directly to what is transmitted on a vendor's ASN (EDI 856 document)

- The MAN-04 segment on your ASN should contain the GM qualifier
  - The MAN-05 segment is required to contain the SSCC-18 carton ID
  - For reference, GS1-128 shipping container code (SSCC-18) is expected to be included in MAN segments at the pack level – MAN04 represents the qualifier | MAN05 represents the 20 digit carton ID
    - The following is an example of how data is to be transmitted on the ASN:
      - **HL\*4\*3\*P**
      - MAN\*CP\*01621794000053\*\*GM\*00005555551234567890
    - Please refer to the 856 EDI Mapping Guides for additional information
      - To request mapping guides, please email [edidocs@toysrus.com](mailto:edidocs@toysrus.com)
  - **GXS / Inovis** has been identified as the EDI service provider to support ASN testing and barcode scan ability. To have your ASN mapping and barcode approved, please contact GXS / Inovis to undergo testing and approval.
-

### **12.7.3 – Basic Non GS1-128 Shipping Label**

If you are unable to provide a GS1-128 label, a standard shipping label that meets the below requirements can be substituted. A label format consistent with the GS1-128 label is recommended for use.

ALL US domestic cartons will require a GS1-128 serialized shipping container label.

- Ship from name and address
- Ship to name and address
- Carrier information (name and bill of lading number)
- Purchase order number
- Toys"R"Us item number
- Total item quantity in carton (must be on either carton marking or shipping label)
- Size (must be on either carton marking or shipping label – apparel only)
- Manufacturer style number (must be on either carton markings or shipping label)
- Color (must be on either carton marking or shipping label – apparel only)
- Toys"R"Us DC or store number
- Carton count (ex. 1 of 21)

## **12.8 – SPECIAL HANDLING**

Special handling notations must be on cartons if applicable. Examples of such notations are:

- Fragile
- This End Up
- Protect from Heat/Freezing

## **12.9 – LOADING REQUIREMENTS**

All shipments must be loaded with safety and quality in mind. To limit damages and increase overall speed to market, Toys"R"Us requires all of the following:

### **12.9.1 – Full Truckload Shipments**

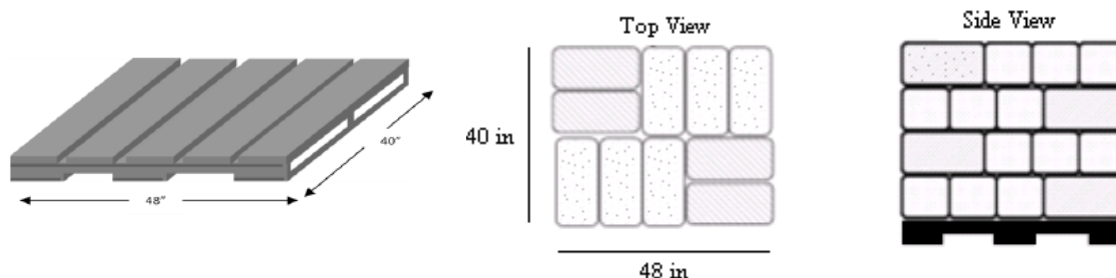
- All **Collect** Truckload shipments must be floor loaded. Do not load on pallets unless instructed otherwise by Toys"R"Us.
  - Floor loaded shipment means that products are shipped directly on the floor, not on a pallet.
  - All **Prepaid** Truckload shipments may be palletized using the shipper's discretion. Palletization is encouraged if the pallet cube has not been optimized.
  - For multi-stop shipments, the second stop must be at the nose of the trailer, and the first stop must be at the tail of the trailer. A slip sheet or similar cardboard separator should be used to separate the inside of the trailer where the shipment breaks. This clearly marks the next destinations cartons.
  - Blocking and bracing the load is the responsibility of the Vendor to provide a secure transit, see section 12.9.3 for specifics.
  - Ship all cartons with arrows facing per the manufacturer's instructions.
  - Ship all products with the heaviest cartons on the bottom and the lightest cartons on the top.
  - Product must be loaded by PO# first, then by SKN#. For example, if a PO has 3 SKNs under it, with 20 cartons of each SKN, each group of 20 cartons should be stacked on top of one another. If the load has multiple POs, you should keep the freight per PO together, but stack identical SKNs on top of one another.
  - All product labels and placards/shipping labels should face upwards and face the rear of the trailer/container.
-

### **12.9.2 – Less Than Truckload (LTL) Shipments**

All **LTL** shipments should be shipped within the Purchase Order ship window to ensure arrival within the Purchase Order ETA window.

- All **LTL** shipments, Collect or Prepaid, must be palletized.
- All Collect LTL must have a placard with the routing ID, DC#, and ETA week on each pallet.
- All LTL shipments should arrive fully intact. The Vendor should instruct the LTL carrier, on the Bill of Lading, not to split the shipment during transit.
- Pallet height for LTL shipments should be built to 96 inches. **(Multiple PO's per pallet, shipping to the same DC, are acceptable to maximize pallet height)**
- Pallets must be secured with clear shrink-wrap from bottom to top with overlap. Metal banding and plastic banding are not acceptable.
- Corner protectors should be used to protect saleable cartons.
- Pallets should be loaded so that the 40" side of the pallet is facing the trailer door (straight loaded).
- Ship all cartons with arrows facing per the manufacturer's instructions.
- Ship all products with the heaviest cartons on the bottom and the lightest cartons on the top.
- Product must be loaded onto pallets by PO# first, then by SKN#. For example, if a PO has 3 SKNs under it, with 20 cartons of each SKN, each group of 20 cartons should be stacked on top of one another. If the load has multiple POs, you should keep the freight per PO together, but stack identical SKNs on top of one another.
- All product labels and placards/shipping labels should face upwards and face the rear / door side of the trailer/container.

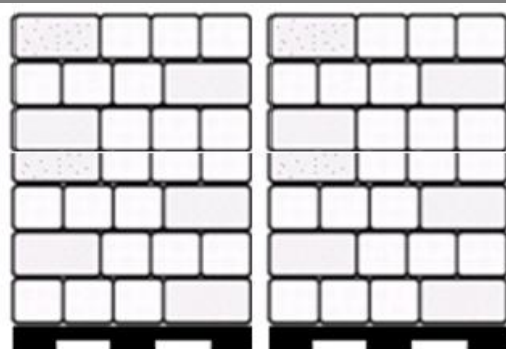
#### **12.9.2.1– Pallet Requirements**



- Vendors must use 48" X 40" GMA four-way hardwood pallets with slats 5/8" thick.
- Pallet height for LTL shipments should be built to 96 inches. **(Multiple PO's per pallet, shipping to the same DC, are acceptable to maximize pallet height)**
- The total weight of a loaded pallet should not exceed 2000 lbs.
- Pallet slats/boards must be 5/8" thick.
- Pallets *cannot* be loaded in a "pyramided, "rounded off" or topped off" fashion

#### **12.9.3 - Blocking and Bracing**

- It is the vendor responsibility, not the carriers, to brace the load so goods arrive neatly stacked and free of damage. Some Toys R Us carriers may arrive with standard load bars, straps, or air pillows, but many will not. In the absence of these, two alternate methods of bracing/blocking are expected to be used, described below.
1. At the end of what is being loaded, the last 1-2 rows of freight should be placed on pallets, fully cubed, and shrink wrapped. In addition, the pallets should be turned sideways to further optimize the cube (example below). This will act as a "pallet wall" that will assist in bracing the load.



**Note:** For shipments with collect freight terms, unless otherwise instructed by Toys R Us, the bulk of the freight should still be floor loaded. Only the last 1-2 rows of freight should be palletized, not the entire trailer.

2. Any shipment not fully utilizing the cube should be loaded in a “stair step” pattern (shown below). This loading pattern will minimize potential load shifting during delivery and reduce chance of damage.



**Note:** For shipments with collect freight terms, this loading pattern applies only on shipments where the trailer is dedicated to one vendor. Vendors involved in multi stop truckloads should load freight according to the cube confirmed in FOM with load bars or pallets bracing the tail (as described above). This will allow the second vendor to fit all of their freight and avoid overflow.

- In the case of multi-stop shipments (more than 1 Vendor on a load) where avalanching has occurred upon arrival to a subsequent Vendor, the previous Vendor on the shipment will be responsible for any charges associated with:
  - The following Vendor having to re-work the shipment to load their own product OR
  - The carrier returning the load to be re-worked by the Vendor at fault

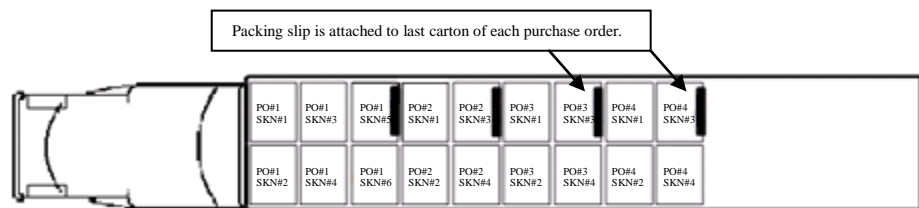
## **12.10 – SHIPPING DOCUMENTATION**

This section contains requirements that all Vendors must adhere to and understand while they are in the process of arranging for the shipment of merchandise to Toys"R"Us Distribution Centers and stores.

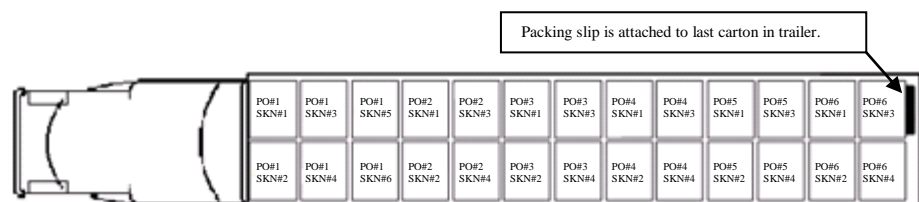
All shipments require the following paperwork: Packing Lists and Bill of Lading. In addition, Canadian shipments require customs paperwork. A copy of each of these should be included with the shipment in the trailer and a copy should be given to the driver.

### **12.10.1– Packing List**

- All shipments must be accompanied by a packing slip that displays:
  - Toys"R"Us SKN number and description
  - Vendor style number and description
  - Ordered quantity
  - Shipped quantity
  - Purchase order number by item
- On LTL and Parcel shipments, the packing slip must be enclosed in an envelope attached to the outside of the last pallet or carton of every shipment.



- On truckload, railcar, or intermodal shipments, a copy of the packing list must be enclosed in an envelope attached to the last carton on the tail of the trailer.



For any further questions, please contact [vendorsupport@toysrus.com](mailto:vendorsupport@toysrus.com)

### **12.10.2 – Bill of Lading (BOL)**

The Bill of Lading must contain the following information:

1. Shipper or third party warehouse information (Name, Address, Telephone Number and the Vendor Number).
2. The "Ship To" address on the BOL should read either Toys"R"Us or Toysrus.com c/o DHL, followed by the complete Distribution Center address
3. Freight terms must be clearly marked Pre-paid or Collect.
4. Purchase Order number(s) - If multiple Purchase Orders are shipped under one Bill of Lading, ALL Purchase Order numbers must be listed.
5. Total Cartons
6. Total Weight in pounds
7. Total Cube in feet
8. Proper merchandise description in accordance with the National Motor Freight Classifications. More information can be found at <http://www.nmfta.org/>
9. Seal Number(s)

The original Bill of Lading MUST accompany the shipment and given to the driver at the time of pick up.

### **12.10.3 – THE FOLLOWING APPLY TO COLLECT SHIPMENTS ONLY**

1. Routing ID Number
2. State SLC (Shipper's Load and Count) with the exception of LTL and Parcel, which is driver count.  
**Note on LTL:** Because of the difficulty in verifying the actual piece count on stretch-wrapped pallets or slip-sheets; the vendor must permit drivers to sign for a specific number of pallets or slip-sheets rather than a specific number of cartons.
3. Bill To information for collect shipments should read:

Toys R Us  
c/o U.S. Bank Freight Payment Services  
P.O. Box 3001  
Naperville, IL 60566-7001



4. Bill to information for collect shipments (Less Than Truck Load / LTL) should read:  
Please mark your BOL as 3<sup>rd</sup> Party, Collect to:

Toys R Us  
c/o Unyson  
2000 Clearwater Drive  
Oak Brook, IL 60523

#### **12.10.4 – Canadian Shipments**

Canadian Vendors should provide the following:

- Bill of Lading
- U. S. Customs Invoice
- NAFTA Certificate

The last two documents shown above are available from any customs broker. These are the minimum document requirements for the Vendor's shipment to cross the border.

### **12.11 – OVER, SHORT, AND DAMAGED GOODS**

#### **12.11.1 – Overages (Prepaid)**

Quantities shipped in excess of those ordered may be refused and/or returned at the discretion of Toys"R"Us. All costs incurred will be charged back to the Vendor.

#### **12.11.2 – Overages (Collect)**

Unordered or cancelled product will be received at the Distribution Center and held awaiting the Toys"R"Us Buyer's disposition.

#### **12.11.3 – Shortages (Prepaid & Collect)**

All shortages will be noted on the Bill of Lading. Any shortage (concealed or otherwise) will be the Vendor's responsibility. Payment of invoices will reflect the shortage amount and appropriate deduction.

#### **12.11.4 – Damages (Prepaid & Collect)**

Any goods received at a Toys"R"Us Distribution Center in a damaged or pilfered condition may be refused and/or returned to the Vendor at the Vendor's expense.

### **12.12 – COLLECT ROUTING PROCESS**

The Toys"R"Us routing process is centered on arranging deliveries within the estimated time of arrival (ETA) window specified on the Purchase Order. The Toys"R"Us Transportation Department plans the flow of merchandise by ensuring each Purchase Order is available and shipped according to the ship window by using Freight Order Management (FOM) system. Vendors who ship collect must visit our FOM system to confirm shipment specific information, availability and receive routing instructions. The process for routing collect Purchase Orders is detailed below.

#### **12.12.1 – Freight Order Management System**

The Freight Order Management (FOM) System is a web portal which domestic collect vendors shipping to Toys"R"Us Distribution Centers utilize to submit shipment routing requests.

---

**Note:** Domestic Collect Vendors include all collect vendors shipping from the United States and/or Canada.

FOM facilitates collaboration between TRU buyers and Vendors/Suppliers through on-line purchase order confirmation, line item visibility, shipment creation, and transportation management integration.

The FOM portal provides Purchase Order Item level routing information. Vendors are responsible to validate item level carton weight and cube information, not just view.

**Please note:** The system will not allow submissions for prepaid orders

FOM is accessible through a web browser using Internet Explorer 7.0, 8.0 or 9.0. Vendors using other earlier versions of Internet Explorer or other web browsers such as Chrome or IE 11 will not be able to access the system.

The Vendor User accesses FOM through the Toys"R"Us Extranet. (<https://vendorconnect.toysrus.com>). **Note:** The Vendor's Extranet System Administrator can setup a Vendor User on the Toys"R"Us Extranet.

In addition to Toys"R"Us Extranet access, a FOM user ID is required to access FOM.

To Request an FOM user ID, the Vendor User must provide the following information on the [FOM New User Form March 2015](#).

- Vendor Name
- Vendor Number (If shipping with multiple resource numbers, information is required for each resource number).
- Vendor Address (City, State, Zip Code)
- Vendor User Name
- Vendor User Phone Number
- Vendor User Email Address

Please email the complete FOM New User Form to the RRES Mailbox at [rres@toysrus.com](mailto:rres@toysrus.com)

#### **12.12.1.1 - Freight Order Management (FOM) Training**

FOM Training Part 1 – Introduction and Log On [LINK](#)

FOM Training Part 2 – Purchase Order Manager [LINK](#)

FOM Training Part 3 – Shipment Manager [LINK](#)

#### **12.12.2 – The Freight Order Management Life Cycle**

1. A Toys 'R' Us Buyer generates a purchase order.
  2. Purchase orders are imported by batch processing to JDA Freight Order Management three times a day which include 1:40am, 1:15pm, and 4:20pm.
  3. Suppliers/vendors log into JDA Freight Order Management via the Toys"R"Us Vendor Extranet, where they can view their own purchase orders.
  4. The supplier/vendor creates a shipment based on their ability to fulfill the purchase order requirements.
  5. After the shipment is created, the supplier/vendor confirms it. By confirming the shipment, the supplier/vendor makes a commitment to fill the purchase order. The order will move from opened to committed status.
  6. The shipment is now available to the Toys 'R' Us Transportation Planning group for routing/scheduling.
  7. Once the shipment is planned, assigned a carrier by Toys 'R' Us, the shipment status in Freight Order Management (FOM) will be updated to read "Scheduled".
  8. Once the shipment is tendered to a carrier by Toys 'R' Us, the shipment status in Freight Order Management will be updated to "Locked" Changes cannot be made to a shipment in "Locked" status.
-

**12.12.3 – Guidelines for Building A Shipment (Submitting for Routing) FOM**

- When submitting for routing in FOM, vendors should combine any Purchase Orders sharing like ETA windows, regardless of the mode of transportation or availability dates. When possible, please try to align availability dates to allow for consolidation.

There are 4 requirements for combining PO#'s

1. Same ETA week
  2. Freight is going to the same DC destination
  3. Freight is shipping from the same physical location and purchase orders reflects the same origin zip code
  4. Purchase order reflects the same vendor resource number
- Truckload and intermodal shipments should be combined into truckload quantities of not to exceed 3200 cubic feet, based upon a 53-foot trailer cubic capacity. Any overflow quantities (less than 3200 cubic feet) should be shown as a separate line shipment in order to determine multi-stop, consolidator, or LTL routing.
  - Vendor must validate the carton, weight and cube of each item on the purchase order for the correct quantity that is shipping
  - Please reference the [Freight Order Management Vendor User Guide](#) for complete instructions on accessing and navigating the system, as well as submitting for routing.
-

**12.12.4 – Routing Request Timing Guidelines**

The Toys"R"Us Routing Department is in operation from 8:00 a.m. until 5:00 p.m. EST Monday through Friday (except national holidays). Any routing request received prior to 5:00 p.m. EST (4:00 p.m. CST/2:00p.m. PST) will be accepted that day. Any routing request submitted after 5:00 p.m. EST will be considered as being received on the following business day.

Please see the following two examples:

**PO #123457 - ETA window 3/30 to 4/05 - Ship window 3/20 to 3/26**

<b>S</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>S</b>
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

With the ship window beginning on **3/20**, the routing request should be submitted no later than 5:00 p.m. EST on **3/14**.

**PO #123456 - ETA window 3/30/ to 4/05 - Ship window 3/22 to 3/28**

<b>S</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>S</b>
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

With the ship window beginning on **3/22**, the routing request should be submitted no later than 5:00 p.m. EST on **3/18**.

**12.12.5 – Carrier Has Accepted Your Load (TENDER SUMMARY)**

TRU's routing instructions will be communicated via TRU's Tender Summary.

Please note that a carrier may contact you prior to you receiving this email as they receive the tender via EDI. The shipment number from Freight Order Management will be included as indicated on the sample below.

**Note:** Once a shipment has been tendered, this information can also be found in Freight Order Management (FOM).

---

## Toys R Us Freight Tender Summary

TL/IMC/Unyson Carriers will contact Vendor to Arrange Pick UP Appointment

FDEG-Collect please use Toys R Us account number  
Please contact Parcel carrier to arrange pickup

Vendor Number: TEST Vendor Name: TEST VENDOR LOCATION Date:  
03/04/2015

Pick Up Location:

,  
ONTARIO, CA 91761  
Contact :  
Phone No -

Mode: TL

Number of Stops: 2

Routing ID	1st Avail.	Lt Avail.	ETA Begin	ETA End
DST001040488	03/08/2015	03/14/2015	03/15/2015	03/21/2015

SCAC	RCVR-ID	Carrier-Name
RCXV	RCXV-TL	Red Classic Transportat

Total CTNS	Total Weight	Total Cube
250	15000	3000

Delivery Location1  
5801 Toys R Us - STOC  
1624 Army Court  
STOCKTON, CA 95206

Supplier Number

Shipment ID	Purchase Order	Item	Carton	Weight	Cube
5043065	5801250634	TRU	250	15000	3000
TOTAL			250	15000	3000

PLEASE NOTE: An Asterisk (\*) at the Routed ID denotes shipment changes

**Toys"R"Us Transportation Associates are available if Vendors have any questions at: (973) 617-3500 or via e-mail at [rres@toysrus.com](mailto:rres@toysrus.com).**

#### **12.12.6 – Product Quantity and Availability**

All Purchase Order quantities should be confirmed, via EDI855 Acknowledgement before routing requests are submitted. The four digits in front of the Purchase Order Number indicate to which Distribution Center (Area) that shipment is to be sent.

Routing requests should contain full Purchase Order quantities.

If any changes are made to the Purchase Order after it has been submitted for routing, or if product availability is delayed and the Vendor foresees missing a pick-up appointment with the Toys"R"Us carrier, the Vendor must notify the following groups 48 hours prior to the pick-up appointment:

- Carrier (to cancel the pick-up appointment)
- Toys"R"Us Planning & Allocation Department (advisement)
- Toys"R"Us Transportation coordinator (for disposition of the load tender)

Failure to follow the above guidelines may result in the Vendor incurring charges from the carrier if a truck arrives to pick up and the merchandise is not available.

#### **12.12.7 – Timeliness**

Routing requests can be submitted anytime after the Vendor receives the Toys"R"Us Purchase Order, providing it is at least three business days before the first ship date. This allows three full days of processing and assures:

- Toys"R"Us has the ability to tender and receive acceptance of the load from the Toys"R"Us carrier
- The Toys"R"Us Distribution Center to schedule a delivery appointment
- The carrier can contact the Vendor for a pick-up appointment

There is no limitation on how early a routing request can be submitted, as long as the Vendor has confirmed product availability dates. The Vendor must assign a "First Available Date" (the first day a Vendor shipment will be available to ship) for each load quantity within the beginning ship window date and the end ship window date. Early product availability allows Toys"R"Us carriers to deliver on-time within the Purchase Order ETA. There is no chargeback for early availability or early shipping of product before the ship window begins.

For large orders, Toys"R"Us requires the Vendor to assign First Available Dates that begin no later than the first day of the ship window. This will allow Toy's R Us the ability to flow the product through the entire ship window.

**Note:** The earliest that a vendor should expect to see routing is 48 hours prior to the start of the ship window. No orders will be routed prior to that date.

---

## **12.13 – COLLECT CARRIER PROCEDURES**

### **12.13.1 – Carrier Selection**

Toys"R"Us carriers have partnered with Toys"R"Us to help ensure the Purchase Orders arrive within their estimated time of arrival (ETA) windows. The following carrier procedures are designed to support the Toys"R"Us ETA on-time requirements.

### **12.13.2 – Direct Carrier Tender from Logistics (TL or Intermodal)**

Carriers will receive their load tenders directly from the Toys"R"Us Transportation Department. The Ship and ETA windows will be included as part of the transmission to the carriers. Furnishing visibility to the ship window and ETA windows allows all parties to focus on ensuring that deliveries reach the Toys"R"Us facilities within the required time frames.

### **12.13.3 – Carrier Evaluation**

Carriers evaluate a tender based upon equipment availability at the FOB origin point that can meet the ship window and ETA window at the Distribution Center.

### **12.13.4 – Carrier Response on Tender**

Carriers must respond within eight business hours with an acceptance or rejection of the tender. If Toys"R"Us does not receive a response from the carrier after eight hours from the original tender, or if the carrier rejects the tender, the Toys"R"Us Transportation Department will issue new routing. This will be communicated to the Vendor via a new tender summary.

### **12.13.5 – Distribution Center Appointment Scheduling**

Carriers are required to use Lean Logistics to schedule appointments within the ETA window at the Toys"R"Us Distribution Centers. Lean Logistics will provide an appointment confirmation number for each scheduled delivery.

### **12.13.6 – Vendor Pick-up Appointment**

Upon receiving an appointment for the Distribution Center, the carrier will arrange a pick-up appointment with the Vendor based upon the product availability of the load and the Distribution Center appointment date. Pick-ups are not to be made without a confirmed delivery appointment. The Vendor will receive a tender summary from the Toys"R"Us Transportation Department that will include all of the Vendor's routings per request. This will ensure the Vendor knows which carrier will be contacting them for a pick-up appointment.

**Note:** This is for truckload shipments only; the vendor must contact Parcel carriers only.

### **12.13.7 – Equipment**

All carriers are expected to provide 53-foot trailers for loading. The Toys"R"Us Transportation Department must be notified prior to loading any carrier that presents incorrectly sized equipment. Any deviation requires approval from the Toys"R"Us Transportation Department.

### **12.13.8 – Product Availability Notification**

Toys"R"Us carriers have been instructed to notify the Toys"R"Us Transportation Department of any shipment that is not available to ship in accordance with the Vendor routing request.

The Vendor should call or e-mail their transportation coordinator if any carrier has missed their pick-up appointment. If necessary, an alternate routing may be issued. Carrier performance is closely measured and reported.

---



## **12.14 – COLLECT SHIPPING REQUIREMENTS**

Routing for ALL Collect shipments must be requested from the Toys"R"Us Transportation Department, via our Freight Order Management. Any and all charges for accessorial services performed at the Vendor's facility, are the responsibility of the vendor including, but not limited to:

- Counting
- Loading
- Detention resulting to load time exceeding 2 hours per shipment/routing ID
  - If there are multiple vendors on the load, the 2 hours must be split accordingly. Each vendor does not get 2 hours.
  - If only one vendor on the load, that vendor gets the full 2 hours.
- Sorting
- Truck order not used

As well as any charges associated from shipping before the Ship Window is the Vendor's responsibility. Toys"R"Us has instructed its Carriers to bill directly any Vendor that incurs these charges according to the Carrier's applicable tariff items and rates. Any changes to routing must be made and approved by the Toys"R"Us Transportation Department prior to shipping.

**Note: the shipper must seal all truckload, intermodal or rail car shipments. Note the seal number and shipper load and count (SLC) on the bill of lading.**

## **12.15 – LOAD TENDERING**

Toys"R"Us recommends our Vendors do not process merchandise for shipments before sending in their routing requests. The Vendor may receive tender summaries from the same routing request at different times based upon the size (cube) and destination (DC), of the shipments as follows:

### **12.15.1 – FULL TRUCKLOAD SHIPMENTS**

All full truckloads are to be floor loaded by item; the items should not be mixed throughout the trailer, unless prior authorization has been given. Loads must be blocked and braced by the vendor when loaded in order to prohibit movement within the trailer while en-route to the Toys"R"Us Distribution Centers. **DO NOT LOAD ON PALLETS OR SLIP-SHEETS** unless otherwise instructed by Toys"R"Us. not responsible for counting the cartons loaded onto a trailer moving directly to the Toys"R"Us Distribution Center or Consolidator, from the Vendor's shipping location. Payment of invoice will reflect quantities validated upon receipt at the Distribution Center.

Tender summaries with carrier assignment will be returned 48 hours prior to the beginning of the ship window. A full truckload tender is 3200 cube or above. When the mode is Truck Load (TL), the carrier will be responsible for reaching out to the vendor to schedule a date and time for the pickup.

- The trailer should be loaded in a way as to fully utilized the capacity of the trailer from floor to ceiling
- The cartons should be floor loaded only, not on pallets. If a vendor wants to load on pallets, they must receive approval from the Toy's R Us Traffic department

**Note:** If a vendor is unable to load all of the freight on the tender, they must advise their transportation coordinator. If all of the cartons do not fit due to loading on pallets or poor trailer utilization, the vendor may be subject to a charge back equal to the cost of shipping the over flow freight.

### **Multi-Stop Vendor Pick-up**

Shipments routed as a Multi-Vendor Pick-up must be floor loaded, regardless of shipment size, trailer cube fully utilized, and secured tightly with load separators or load bars by the vendor. The vendor must also ensure that they load the trailer to ensure that the space is fully utilized from floor to ceiling. This will ensure that there will

---

be sufficient space at the next stop. The vendor is responsible for verifying the seal # on the Bill of Lading (BOL) if they are breaking the seal on a trailer with merchandise already loaded by writing "Seal-Intact" or "Seal Broken" and the Seal #. After loading the Vendor shipment, affix a new seal to the trailer and write that Seal # on the BOL. Vendor must notify the Toys"R"Us Transportation Department immediately in the event of any of the following:

- If the seal on a trailer that is partially loaded upon arrival at the Vendor location, is broken.
- If there is not enough room on the trailer to load the complete shipment.
- If prior to the driver leaving, there is any variance in cartons or cube with respect to the Vendor's original routing request.

**Note:** If a vendor does not load properly and ensure the space is fully utilized, and/or loads on pallets without approval from Toys R Us Transportation, they may be subject to a charge back. The charge back would be equal to the freight cost to send the balance of the freight that could not be loaded at the second pick up stop.

### **12.15.2 – Multi-Stop DC Shipments**

Shipments routed as multi stop DC loads have two DC destinations. The vendor will load both DC's on the same truck. All of the product for the second DC will be loaded in the nose of the trailer by item. A separator should then be placed in the trailer signifying the start of the next DC. This can be plastic, or cardboard. The freight for the first DC (stop 2) listed will then be loaded on the tail by item.

- There may be instance where the carrier instructs the vendor to load the shipment in a different order. When this occurs it is suggested that you receive this from the carrier via an e-mail or a fax.

**Note:** If a vendor does not load properly to ensure the space is fully utilized, and/or loads on pallets without approval from Toys R Us Transportation they may be subject to a charge back equal to the cost to ship the balance of the freight.

If the vendor does not load the stops in the proper order, they may be subject to a charge back equal to transportation charges for out of route miles or for the cost to return to the vendor for re-loading.

## **12.16 – CONSOLIDATOR SHIPMENTS**

### **12.16.1 – Consolidators**

Toys"R"Us utilizes Consolidators in order to improve ETA compliance while also decreasing costs. Shipments routed to our designated consolidators must be loaded by item. Failure to load in this manner will result in a chargeback for the additional labor required to sort and receive the freight accurately. POE containers, Prepaid to Consolidator (PTC) and Domestic collect shipments routed to designated Consolidators will be trans-loaded at the following locations:

#### **WEST COAST**

California Cartage Co.  
13060 East Temple Ave  
City Of Industry, CA 91746  
Phone: (562) 308-4170  
Fax: (626) 333-6269

An invoice must be issued for each area / Distribution Center Receiving location for these shipments. One invoice for all areas will not be honored. Vendor will be given the proper Distribution Center information for their Purchase Order prior to any container being trans-loaded, so that Toys R Us can properly create a Vendor's invoice.

---

A manifest must be e-mailed to Cal Cartage at the time a delivery appointment is scheduled. The manifest must detail the breakdown of all cartons shipped under the master Bill of Lading. This manifest must show, by area, the number of cartons by item, total weight by item, and total cube by item.

If shipping collect, Vendor must adhere to the first available ship date that they provided with Vendor's Toys"R"Us routing request. If for any reason the Vendor cannot meet this commitment, they must contact the Toys"R"Us Transportation Department within 24 hours. Failure to do so will expose the Vendor to charge backs for any special costs incurred in expediting Vendor product, including material handling and freight charges.

Whenever a vendor submits routing for several DC's which all have a small number of cube, Toys"R"Us may choose to send this freight to one of our consolidators.

## **12.17 – Less Than Truckload Shipments (LTL)**

For collect shipments, vendors can confirm that their order or orders are to be shipped by a Less than Truckload carrier in "The Carrier Has Accepted Your Load" email (Tender Summary). LTL shipments will be noted with Unyson Logistics or ABF as the carrier.

Unyson Logistics is a third party and utilizes different carriers depending on the details and characteristics of each shipment. Once the vendor receives a "Carrier Has Accepted Your Load" (Tender Summary) from Toys"R"Us that reflects shipping via LTL, the vendor will be contacted by Unyson Logistics within 8hrs hours requesting the total carton cube, pallet count, pallet cube and ready date. (Even if the routed carrier has equipment at your facility, Unyson still needs to be notified of this information). When the necessary information is received by Unyson from the vendor, an EDI pickup request including the Carrier Pickup # will be sent to the correct carrier from Unyson.

Please note that if the reported pallet count and pallet cube exceeds TRU guidelines then Unyson will contact vendors via phone to ensure proper utilization of pallets and compliance. In addition, for potential chargeback programs, each Unyson consolidation facility will perform an audit on incoming vendor freight to ensure proper pallet loading guidelines have been met. Unyson will document non-compliant shipments and will provide TRU with non-compliant reporting. TRU will review reporting and will address specific shipments with non-compliant vendors. This data will be used if a charge back program is implemented.

If you have not been contacted by Unyson Logistics within 24 hours, please contact Toys"R"Us Transportation at [rres@toysrus.com](mailto:rres@toysrus.com) and [toysrus@unysonlogistics.com](mailto:toysrus@unysonlogistics.com).  
Unyson Logistics – Toys R Us Team can be reached at 866-824-6910 M-F 7AM to 6PM CST.

### **Toys R Us Freight Tender Summary**

**TL/IMC/Unyson Carriers will contact Vendor to Arrange Pick UP Appointment**

**FDEG-Collect please use Toys R Us account number  
Please contact Parcel carrier to arrange pickup**

VENDOR NUMBER: 12345    VENDOR NAME: JOE'S TOYS    DATE: 06/08/2011

PICK UP LOCATION:

CARSON, CA 90810  
CONTACT : J. SMITH  
PHONE NO - 123.456.7890

MODE: LTL

NUMBER OF STOPS: 2

ROUTING ID	1ST AVAIL.	LT AVAIL.	ETA BEGIN	ETA END
DSL000561244	02/15/2011	03/05/2011	02/27/2011	03/05/2011
SCAC	RCVR-ID	CARRIER-NAME		
UYSN	UYSN-LTL	UNYSON LOGISTICS		

TOTAL CTNS	TOTAL WEIGHT	TOTAL CUBE
138	449	150

DELIVERY LOCATION1  
 6001 TOYS R US - JOLI  
 2695 PLAINFIELD ROAD  
 JOLIET, IL 60435

0601

## SUPPLIER NUMBER

SHIPMENT ID	PURCHASE ORDER	ITEM	CARTON	WEIGHT	CUBE
65432	6001321456	876123	2	7	1
98765	6001579233	334451	136	442	149
TOTAL			138	449	150

PLEASE NOTE: AN ASTERISK (\*) AT THE ROUTED ID DENOTES SHIPMENT CHANGES ON THE EXISTING ROUTED ID.

Bill of Lading (following are examples)

BOL's are to be prepared by the shipper and should include the Toys"R"Us Routing ID #, PO # and the Unyson TRUXXXXXXX #.

Routings that are shipping collect to Toys R Us and routed through Unyson will need to have the BOL marked as 3<sup>rd</sup> Party Payment terms to:

Toys R Us  
 c/o Unyson  
 2000 Clearwater Drive  
 Oak Brook, IL 60523

Toys"R"Us Team can be reached at 866-824-6910 M-F 7AM to 6PM CST or anytime at [toysrus@unysonlogistics.com](mailto:toysrus@unysonlogistics.com)

Multiple Destinations /DC's shipping at the same time:

A Toys"R"Us Routing ID must ship together at the routing ID level and should not be split into multiple shipments based off of the PO #'s. Toys"R"us is billed for each shipment / BOL that is shipped, if a single routing ID is split into multiple shipments, there will be additional charges for each additional shipment billed to Toys"R"Us that could result in a charge back to the vendor.

Consolidated Shippers:

For shippers that ship for several vendors from a single location / warehouse you should not split the Toys"R"Us Routing ID's and create a BOL for each vendor you are shipping—you should use one BOL for each routing ID. Neglecting to follow this procedure may result in a chargeback equal to the charges levied by the carrier.

## Page 1

<p><b>Note: Liability limitation for loss or damage in this shipment may be applicable. See 49 USC § 14706(c)(1)(A) and (B).</b></p>			
<p>Received, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications, and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.</p>		<p>The carrier shall not make delivery of this shipment without payment of charges and all other lawful fees.</p> <p><b>Shipper Signature</b> _____</p>	
<p><b>Shipper Signature/Date</b></p> <p>_____</p> <p>This is to certify that the above named materials are properly classified, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.</p>	<p><b>Trailer Loaded:</b></p> <p><input checked="" type="checkbox"/> By shipper</p> <p><input type="checkbox"/> By driver</p>	<p><b>Freight Counted:</b></p> <p><input checked="" type="checkbox"/> By shipper</p> <p><input type="checkbox"/> By driver/pallets said to contain</p> <p><input type="checkbox"/> By driver/pieces</p>	<p><b>Carrier Signature/Pickup Date</b></p> <p>_____</p> <p>Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.</p>

## Page 1

<b>Note: Liability limitation for loss or damage in this shipment may be applicable. See 49 USC § 14706(c)(1)(A) and (B).</b>			
Received, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications, and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.		The carrier shall not make delivery of this shipment without payment of charges and all other lawful fees. <b>Shipper Signature</b> _____	
<b>Shipper Signature/Date</b>  This is to certify that the above named materials are properly classified, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.	<b>Trailer Loaded:</b> <input type="checkbox"/> By shipper <input type="checkbox"/> By driver	<b>Freight Counted:</b> <input type="checkbox"/> By shipper <input type="checkbox"/> By driver/pallets said to contain <input type="checkbox"/> By driver/pieces	<b>Carrier Signature/Pickup Date</b>  Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.

**12.17.1 – PALLETIZING SHIPMENTS – SPECIAL HANDLING – LTL Collect**

All **LTL** shipments should be shipped within the Purchase Order ship window to ensure arrival within the Purchase Order ETA window. Vendor should notify the Toys"R"Us Transportation Department of any of the following:

- Missed pick-ups
- Reschedules
- No shows
- Product availability issues after routing has been arranged

Only LTL shipments should be palletized. All other shipments must be floor loaded unless approved by Toys"R"Us transportation. Failure to follow this process may result in charges to the vendor equal to the cost of lost trailer utilization. As indicated above, a vendor should not automatically assume their shipment will ship as LTL. Once a shipment is confirmed LTL via the Toys"R"Us tender summary, please re-confirm the shipment cube assuming pallet dimensions.

**If there is a significant change in cube, please contact Toys"R"Us Transportation, as your shipment mode may be changed as a result. Any and all accessorial charges to re-work freight as a result of failing to revalidate shipment cube will be the responsibility of the vendor.**

**Please be aware TRU is considering the implementation of a chargeback program in order to drive pallet utilization improvements. If you have any questions regarding your LTL shipment then please reach out to [res@toysrus.com](mailto:res@toysrus.com) .**

If you encounter the following issues, please report them to the Toys"R"Us Transportation department prior to shipping:

- Cartons over hang the pallet by more than 1"
- The pallet cannot be fully utilized due to carton size
- Your total shipment will exceed 8 pallets per DC

All LTL shipments are shipper load and count (SLC). Because of the difficulty in verifying the actual piece count on stretch-wrapped pallets or slip-sheets; the Vendor must permit drivers to sign for a specific number of pallets or slip-sheets rather than a specific number of cartons. The following notation (or some variation) satisfies this requirement:

"X" PALLETS SAID TO CONTAIN (STC) "Y" CARTONS

If the Bill of Lading states that the freight is unitized and specifies the number of pallets then the Vendor will be responsible for the actual piece count noted on the Bill of Lading. Unless the condition of the stretch-wrap has been violated and is noted by the Toys"R"Us Distribution Center on the delivery receipt / unloading report. (It is a good practice to apply a unique packing tape to the stretch-wrap of the pallets. This will help the DC identify if the shipment has been tampered with in transit. Also non stackable freight cones are a good deterrent to carriers stacking non-stackable freight. Cones applied to pallets should be marked on the BOL.)

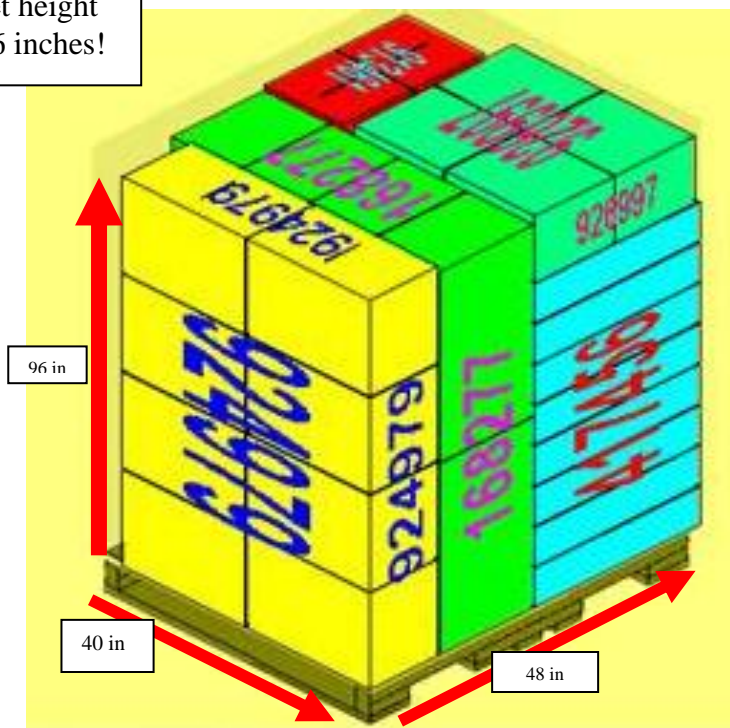
**Pallet Requirements**

- Vendors must use 48" X 40" four-way hardwood pallets (GMA Pallets).
  - Pallet slats/boards must be 5/8" thick.
  - All pallets should be built to the maximum height of 96 inches
  - Pallets *cannot* be loaded in a "pyramided, "rounded off" or "topped off" fashion
  - All cartons on the pallet must not exceed 1" overhang on all sides.
  - The total weight of a loaded pallet should not exceed 2000 lbs.
  - Pallets should be built by item number.
-

- Multiple PO's (loaded by item) can be on one pallet shipping to the same DC.
- Corner protectors should be used to protect saleable cartons.
- Pallets should be loaded so that the 40" side of the pallet is facing the trailer door (straight loaded).
- Ship all cartons with arrows facing per the manufacturer's instructions.
- Ship all products with the heaviest cartons on the bottom and the lightest cartons on the top.
- Product must be loaded onto pallets by PO# first, then by SKN#. For example, if a PO has 3 SKNs under it, with 20 cartons of each SKN, each group of 20 cartons should be stacked on top of one another. If the load has multiple POs, you should keep the freight per PO together, but stack identical SKNs on top of one another.
- All product labels and placards/shipping labels should face upwards and face the rear / door side of the trailer/container. Pallet labels must include the routing ID, ETA week, and destination DC.
- Pallets must be secured with shrink-wrap. Metal banding and tape are not acceptable. They may damage the product or deface the outside of the selling unit.

When building pallets the following guidelines must be followed:

Please note  
pallet height  
of 96 inches!

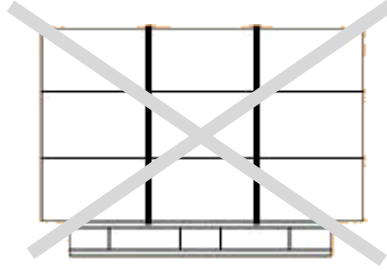


- Vertically align the edges of boxes.
- Have no edges overhanging the pallet.
- Make sure the top is flat.
- Secure items by stretch wrap, or shrink film.
- Ship extra cartons as loose pieces secured with shrink wrap
- Built to 96 inches
- Maximize pallet cube

**Multiple PO's (loaded by item) can be on one pallet shipping to the same DC**

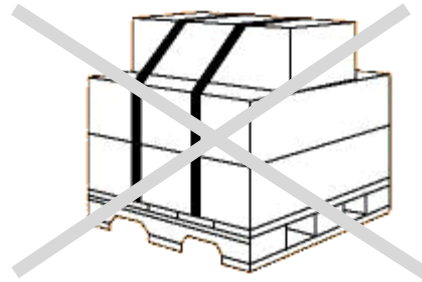


## What to avoid:



**Overhangs:** cartons should not exceed the edge of the pallet by 1". Doing so results in loss of up to 32 percent of the shipping container's stacking strength.

**Pyramiding:** The top of the pallets should be flat



Do not double stack pallets

Note: **DO NOT** use damaged or unsafe pallets!

### Damage Free Pallet Loading

- Tighten the spaces between pallets by using dunnage e.g., corrugated, to fill spaces and prevent damage.
- Always load heavy items on bottom with lighter items on top to prevent crushing and load instability.

## Frequently Asked Questions and Answers regarding Palletizing

**Q. My shipment would make a total of two perfect pallets if it weren't for three left-over items. What should I do?**

**A.** Label and ship those items as individual pieces. On your bill of lading you would record the number of pallets containing the number of cartons. You should also record a total piece count of five (2 pallets + 3 individual pieces).

**Q. I have four items therefore, I should have four pallets.**

**A.** No. Combine all four items to as few pallets as possible following the height requirements of 96 inches.

**Q. Do I have approval to palletize?**

**A.** LTL is the only mode that requires loads to be palletized. Unless prior approval has been given by TRU Transportation for any other mode, you DO NOT have approval. Please contact your Transportation Coordinator or [res@toysrus.com](mailto:res@toysrus.com) for further inquiries.

**Note:** Failure to follow the above guidelines may result in a chargeback equal to the charges levied by the LTL carrier

### 12.17.2 – Intentionally Left Blank

### 12.17.3 – Parcel Shipments

Parcel Shipments typically are 25 cartons or less than 100 lbs.

- When the tender is parcel, the vendor is responsible for contacting the parcel carrier
- Any tender denoting FedEx (FDEG) as the carrier should be shipped FedEx ground ONLY
  - If any other means other than “**parcel**” is used, freight charges will be the responsibility of the vendor
  - The vendor could be subject to a monetary penalty as well, if routing instructions are not followed
- Toys"R"Us has acquired a FedEx Shipping Account Number for Collect Purchase Orders that are routed to be shipped via Parcel- # **361691261**
- All freight bills should be marked, Third Party to Toys"R"Us, One Geoffrey Way, Wayne NJ, 07470.
- When generating a label for a FedEx shipment, there is a field named “Reference #”. Within this field, insert the Toys R Us PO that is shipping.
  - **Example:** If the TRU purchase order being shipped was 568098, and it was going to DC 5601, the “Reference #” should be populated as 5601568098.
- Parcel shipments are driver count

**Please Note:** Use of this FedEx Account Number is strictly for Toys"R"Us merchandise shipments to its Distribution Centers / Stores. Any misuse of this account could result in a \$250.00 charge back for each occurrence, against your merchandise invoice balance

---

#### **12.17.4 – Air Freight Shipments (Collect)**

All collect airfreight shipments must be approved by the Toys"R"Us Transportation Department prior to shipping. The use of airfreight without prior authorization will result in a chargeback of full freight, plus a handling charge.

#### **12.18 – Collect Shipments Originating in Canada**

Collect shipments originating in Canada are treated by Toys"R"Us as a domestic shipment. As a result, the following items are the responsibility of the vendor:

- Customs clearance using their own broker
- All charges related to that clearance to include
  - Brokerage charges
  - Clearance charges
  - Duty
  - Any other charges levied by the US or Canadian government

#### **12.19 – PREPAID SHIPPING REQUIREMENTS**

The guidelines below are established to optimize the flow of the Vendor merchandise to Toys"R"Us. The Toys"R"Us process arranges deliveries within the ETA window specified on the Purchase Order. When a shipment is Prepaid, the Vendor assumes responsibility for all origin, line haul and en-route or destination accessororial charges. The vendor is responsible for selecting the mode of transportation. When choosing a carrier, please be certain of the following:

- The Vendor's carrier must have a legal Standard Carrier Alpha Code (SCAC) as filed with the National Motor Freight Transportation Association. For additional information regarding the National Motor Freight Transportation Association, call (703)-838-1810.
  - The Vendor's carrier must provide a Vendor Bill of Lading number, to the appropriate Distribution Center scheduler, at the time of scheduling. This Bill of Lading number must be the same number transmitted on the Vendor EDI 856 Advanced Shipping Notice.
  - Appointments at Toys"R"Us Distribution Centers are scheduled through a web-based appointment scheduling platform, Lean Logistics ([www.leanlogistics.com](http://www.leanlogistics.com)). Documents detailing account setup and the scheduling process may be obtained by accessing the Vendor Extranet (Vendor Extranet>Helpful Documents [Information Links Section]>Lean Logistics Documents.)
  - Vendors are required to access the Lean Logistics site to prepare and confirm Purchase Orders "ready to ship" in the Pre-Planning section of the site. **Note:** Any changes to the PO in the Pre-Planning section of the site will not affect the Master Purchase Order Agreement.
  - Once a Purchase Order is confirmed for the Pre-Planning Process, an appointment can be scheduled at the Distribution Center by the Vendor or by the carrier on behalf of the Vendor.
  - Toys"R"Us expects that the delivery date be no later than Thursday of the ETA week.
  - Contact [dllogtnd@toysrus.com](mailto:dllogtnd@toysrus.com) with any questions or issues relating to scheduling TRU Purchase Orders in Lean Logistics.
  - Appointments must be secured no later than the Tuesday of the ETA week. Toys"R"Us will attempt to accommodate all appointment requests; however, we encourage that appointments be scheduled as soon as possible to ensure delivery will occur within the ETA week.
  - In the event a carrier fails to keep an appointment or cancels within 24 hours of scheduled delivery, the Vendor will be issued a chargeback.
  - Vendor may choose Shipper Load & Count or have their carrier count, whichever they prefer. The Vendor's carrier's awareness of these requirements will save time when making appointments at the Toys"R"Us Distribution Centers. The Toys"R"Us Transportation Department can assist the Vendor by providing contact names for carriers that are familiar with our receiving procedures.
-

The Bill of Lading should be clearly marked "PREPAID" for freight charges. If Toys"R"Us is incorrectly invoiced for the freight, a chargeback to the Vendor will be written for the freight charges plus a handling charge.

- Shipments to any Toys"R"Us Distribution Center, regardless of the mode of transportation, must be loaded by item only.
- ALL Purchase Orders must be shipped complete. Any LTL overflow from a truckload shipment must be shipped immediately to ensure the entire PO is received within the ETA window.
- All Prepaid LTL shipments **must** be palletized.
- All Prepaid Truckload shipments may be palletized using the shipper's discretion. However, palletization is encouraged if the pallet cube has not been optimized.

#### **12.19.1 - Driver Assist**

Drivers are required to assist on all prepaid live loads.

- Prepaid Carrier dispatch is to inform their drivers of the assist requirements prior to arriving at the facilities.
- **Required** Driver assist of up to 63% of carton handling activities include:
  - Sorting cartons by skn
  - Sort and segregate by shaded / un-shaded by cross dock and cross dock auxiliary or warehouse pallet
  - Re-handling of cartons 10%
  - Pallet loading – place carton to pallet – 100%
  - Count cartons – 5% (this is for Carrier reconciliation purposes ONLY, not for recording 'R' Us receipt quantities).
  - Utilizing a hand jack – only equipment provided by Carrier is to be used**PREPAID CARRIERS MUST BRING THEIR OWN PALLET JACK ON THE TRUCK FOR UNLOAD**
- Driver assist activities **Not Authorized** include:
  - Operating 'R' Us DC equipment (the driver can utilize their pallet jack, but not DC equipment).
  - Receipt tally

#### **Driver failure to assist**

- Drivers failure to comply to the requirements outlined in this S.O.P will result in the following:
  - If efforts to get the driver to assist and be productive are not effective, another alternative will be for the driver to provide a check (i.e. comcheck) for \$100.00.
  - Checks should be made out to TOYS R US

#### **Drivers Refusal to Assist or Pay \$100 Fee for a Prepaid Load**

- If the Driver will not assist or is not productive in the assist and also refuses to pay the \$100, then the following procedure will be followed:
  - Receiving Manager will make the decision to receive or refuse the load based on need.
  - If it is determined that the load will be received, then a charge back in the amount of \$100 will be charged back to the vendor.
-

### **12.19.2 – Mis-loaded Split Delivery Trailer Process**

**Prepaid Shipments:** Tender Team will contact the Planning and Allocations Analyst to request that they contact the vendor and present the vendor with the following two options (decision to be made and communicated back to the DC within 2 hours):

1. DC Refuses Freight  
If decision is made not to take in the mis-loaded freight, then Out of Route Miles will be charged directly to the vendor.
2. 1st DC Off-loads the entire trailer and reloads the 2nd DC.
  - If decision is made to off-load, then DC would off load the entire trailer, reload the 2nd DC's freight.

**Collect Shipments:** Domestic Transportation Vendor Coordinator will then communicate to the vendor what the incremental DC handling costs would be associated with the mis-load.

Based on the following three options a decision will be made and communicated back to the DC within 2 hours:

1. DC Refuses Freight  
If decision is made not to take in the mis-loaded freight, then the entire trailer will be transported to the 2<sup>nd</sup> DC and Out of Route Miles will be charged directly to the vendor (on a per mile basis). ***There will be a confirmation from the Vendor that they will pay the out of route miles, then Carrier will bill vendor directly.*** Merchandise Payables Team needs to be notified of this decision and provide vendor #, name, PO # and DC so MP may cancel the invoice/s.
2. DC Off-loads the entire trailer and reloads the other DC's  
If decision is made to off-load, then DC would off load the entire trailer, reload the 2nd DC's freight.
3. Inter-Area-Transfer (IAT)  
If decision is made to off-load, then IAT the freight on the tail of the trailer to the 2<sup>nd</sup> DC or load on an IAT trailer, then the IAT would have to be authorized by the Planning & Allocations (P&A) Analyst.

### **12.19.3 – Air Freight Shipments**

Toys"R"Us will not be responsible for any airfreight costs incurred for shipments that are designated as "PREPAID" on the Purchase Order. For approved shipments, appointments are not required and carriers must tender shipments for delivery on the intended due date.

When overnight service is used, the following must be communicated to Toys"R"Us:

- Carrier
- Tracking ID Number
- Number of Cartons

Toys"R"Us will choose the carrier and service level if Toys"R"Us is paying any portion of the airfreight expense.

### **12.19.4 – Receiving**

All prepaid load deliveries are driver-assist unloads. Drivers are required to be with their load and assist in the off loading and segregating of freight. This does NOT apply to TRU.com facilities.

---

**12.20 – POE Shipments**

When an order is written as Port of Entry (POE) the vendor is responsible for the following

- Transportation, including drayage, and all related charges, to the final destination – effective 07/08/2013, this location is City of Industry, CA
- Customs clearance using the vendors chosen broker
- All charges related to customs clearance
- All charges levied by any other government agencies

Prior to shipping the first order, the vendor must contact our consolidator and set up an account and provide specific information required to process the shipment. This includes but is not limited to the following:

- Credit application
- Valid POE Purchase Order with current ship window
- Ocean container breakdown or contents. This should include the master carton dimensions of length, width, height, weight, number of inner packs, manufacturer item number, TRU SKN (item) number and the total carton count. Also specific instructions as to which TRU purchase order will the contents of each container be applied against. Cal Cartage should also be informed if some cartons in the container will not be applied against the purchase order distribution. If so, advance arrangements for storage and later shipment will need to be made with CCC. Approval is on a case by case basis. Vendor will be invoiced directly in all cases of an overage.

Vendor designated carrier should contact Cal Cartage for a delivery appointment after you have been notified by Cal Cartage that your shipment is shippable. You are responsible for delivering the containers to their facility and returning them empty. Loaded containers or trailers need to be dropped in their facility and will not be live unloaded.

**WEST COAST**

**California Cartage Co.**  
*Inbound Origin Operations*  
13060 East Temple Ave  
City Of Industry CA 91746  
T: (562)-308-4170

**Note:** Failure to complete all necessary requirements prior to shipping will result in the vendor being responsible for any charges levied by the vendor's carrier due to delayed processing of the container.

**For more information regarding Domestic Routing please contact the Toys "R" Us Transportation Department at (973) 617-3500 or via e-mail [rres@toysrus.com](mailto:rres@toysrus.com).**

---

**12.21 – DOMESTIC ROUTING TEAM CONTACT LIST**

Logistics Vendor Team			
FOB_ST	FOB_ST	FOB_ST	FOB_ST
CT	AL	CA	IA
DC	AR		IL
MA	FL		IN
MD	GA		MI
ME	KS		MN
NH	KY		OH
NJ	LA		WI
NY	MO		
ON	MS		
PA	NC		
PQ	OK		
RI	SC		
WA	TN		
VA	TX		
VT	AZ		
OR	CO		
ID	NM		
WY	NV		
MT	UT		
ND			
NE			
SD			
AB			
BC			
<b>SUSAN O'DONNELL</b> <a href="mailto:odonells@toysrus.com">odonells@toysrus.com</a>	<b>Claudia Garcia</b> <a href="mailto:claudia.garcia@toyrus.com">claudia.garcia@toyrus.com</a>	<b>James Warren</b> <a href="mailto:James.Warren@toysrus.com">James.Warren@toysrus.com</a>	<b>Janelle Johnson</b> <a href="mailto:Janelle.Johnson@toysrus.com">Janelle.Johnson@toysrus.com</a>
Tender Team >			
	<b>60,62,63,83,88</b>  <b>Ben Hamme</b>  <a href="mailto:Benjamin.hamme@toysrus.com">Benjamin.hamme@toysrus.com</a>	<b>56,62,58,77,95</b>  <b>LaTisha Allen</b>  <a href="mailto:Latisha.Allen@toysrus.com">Latisha.Allen@toysrus.com</a>	<b>Routers (#routing)</b>  <a href="mailto:Mark.Gentile@toysrus.com">Mark.Gentile@toysrus.com</a>  <a href="mailto:Kathryn.Vega@toysrus.com">Kathryn.Vega@toysrus.com</a>

**12.22 – DISTRIBUTION CENTER LOCATIONS****CORPORATE DUNS NUMBER 064336472**

	<b><u>TOYS"R"US / BABIES "R" US, INC.</u></b>		
<b>9201</b>	<b>YOUNGSTOWN</b>	<b>8301</b>	<b>FREDERICK</b>
	1500 Geoffrey Trail		7106 Geoffrey Way
	Youngstown, Ohio 44509		Frederick, MD 21704
	RECEIVING OFFICE: (330) 793-3464 X361		RECEIVING OFFICE: (301) 874-6701 X580
	RECEIVING FAX: (330) 793-5650		RECEIVING FAX: (301) 874-6709
<b>6001</b>	<b>JOILET (TRU ONLY)</b>	<b>9501</b>	<b>LEE'S SUMMIT</b>
	2695 Plainfield Road		420 SE Thompson Road
	Joliet, IL 60435		Lee's Summit, MO 64082
	RECEIVING OFFICE: (815) 436-4100 X 360		RECEIVING OFFICE: (816) 525-8697 X660
	RECEIVING FAX: (815) 436-1207		RECEIVING FAX: (816) 525-0923
<b>8801</b>	<b>McDONOUGH</b>	<b>7701</b>	<b>MIDLOTHIAN</b>
	830 Highway 42 South		3800 Railport Parkway
	McDonough, GA 30253		Midlothian, TX 76065
	RECEIVING OFFICE: (770) 898-5815 X3589		RECEIVING OFFICE: (972) 775-7745
	RECEIVING FAX: (770) 898-3551		RECEIVING FAX: (972) 775-7759
<b>6301</b>	<b>MT. OLIVE</b>	<b>5601</b>	<b>RIALTO</b>
	703 Bartley Chester Rd		1110 Merrill Ave
	Flanders, NJ 07836		Rialto, CA 92376
	RECEIVING OFFICE: (973) 252-1488x4660		RECEIVING OFFICE: (909) 873-0155 x473
	RECEIVING FAX: (973) 252-2111		RECEIVING FAX: (909) 875-4217
<b>5801</b>	<b>STOCKTON</b>		
	1624 Army Court		
	Stockton, CA 95206		
	RECEIVING OFFICE: (209) 465-4912 X404		
	RECEIVING FAX: (209) 547-9653		
	<b><u>APPAREL</u></b>		<b><u>TOYSRUS.COM</u></b>
<b>1301</b>	<b>TOYS"R"US APPAREL</b>	<b>6201</b>	<b>GROVEPORT – 6201</b>
	13060 East Temple Ave		2829 Rohr Road
	City of Industry, CA 91746		Groveport, OH 43125
	MAIN NUMBER: (562) 308-4170		RECEIVING OFFICE: (614) 662-9271
			RECEIVING FAX: (614) 662-9275



## **12.23 – Toys"R"Us DropShip Program**

The Toys"R"Us Dropship Program is a vendor direct to consumer fulfillment program for product orders through the portfolio of websites. Toys"R"Us portfolio of websites now include Toysrus.com, Babiesrus.com, eToys.com, and FAO.com. The Toys"R"Us Dropship Program has partnered up with CommerceHub to connect to our Network of Dropship Vendors

For a vendor to participate in the Toysrus.com/Babiesrus.com Dropship Program, the vendor must become a vendor of record for Toys"R"Us, Inc. and sign up with CommerceHub as a dropship supplier. Please contact your .com Buyer for instructions on "How to Become a Vendor" of record if you are not one today.

Toysrus.com has partnered with CommerceHub, a leading e-commerce company, to simplify the electronic data interchange between Toysrus.com and our Network of Dropship Vendors. The goal of this initiative is to enable Toysrus.com to have greater visibility and control over the remote fulfillment process, and to make it easier for suppliers to view/reconcile orders with Toysrus.com, regardless of their technological resources. The CommerceHub platform supplies dropship vendors with Toysrus.com, Babiesrus.com, eToys.com, and FAO.com branded packing slips to be included with all customer shipments.

### **12.23.1 - High Level Requirements**

A Toysrus.com, Babiesrus.com, eToys.com, and/or FAO.com buyers must approve a vendor for participation in the dropship program.

Dropship vendor will need to work with the Toys"R"Us Vendor Setup Team to obtain a vendor number (only if you are a new vendor and do not have a vendor number). [vendorsetup@toysrus.com](mailto:vendorsetup@toysrus.com)

Dropship vendors will need to review and agree to the [Dropship Operational Manual](#) (including the appendix identifying supply chain programs – [Drop Ship Supply Chain & Compliance](#)), fill out a [Warehouse Form](#) (for each warehouse fulfilling product), [On-Boarding Form](#) and a [Carrier Claim Form](#).

Dropship vendors will need to establish a direct connection to the [CommerceHub](#) supplier network. CommerceHub supports many different connectivity options that will enable your company to become 100% compliant with our dropship electronic requirements with few or no changes to your existing technological resources or infrastructure.

### **12.23.2 - Order of Events:**

- Vendor obtains a Toys R Us Vendor Number, if applicable, and reviews Quick Start Guide
  - Merchant adds the vendor to the Drop Ship vendor Status ScorecardMaster spreadsheet
  - Toys/BabiesRUs Merchant (TRU/BRU) directs Drop Ship vendor to the Vendor Extranet <https://vendorconnect.toysrus.com> for start-up documents.
  - Vendor concludes/submits Drop Ship Package paperwork: On Boarding Form, Warehouse Form and Carrier Claim Authorization Letter – **Enrollment period is February thru August. NON ENROLLMENT PERIOD: September thru January.**
  - DS Program Manager adds vendor into DS Program Database
  - TRU/BRU Merchant advises vendor of assortment items that will be carried
  - Vendor enters items in EDQ
  - TRU/BRU Merchant provides vendor with TRU SKNS
  - DS Program Manager forwards new vendor approval to CommerceHub (CH)
  - CH contacts vendor to determine proper connectivity option
  - Vendor concludes CH contract agreement and submission of applicable setup fees
  - CH sends vendor Setup Request Form to conclude and return
  - CH configures vendor for test system, issue test orders, setup training session, validation of Packing Slips by brand (integrated vendors) and concludes test plan
  - Vendor enters TRU SKNS and loads inventory into CH
  - CH validates accuracy of inventory load and releases vendor into production
  - DS Program Manager establishes On Boarding Call to cover key components of DS Program
  - TRU/BRU Merchant turns 1-2 item(s) live on website
-

- Toys R US places a live order for the 1-2 live item(s)
- Vendor receives order and picks, packs and ships the order
- DS Program Manager inspects (pass/fail) the live order: Packing Slip, Shipping Label and merchandise
- DS Account Manager monitors vendors performance daily

### **12.23.3 - Requirements for Suppliers**

- Include a Toysrus.com/Babiesrus.com, eToys.com, and/or FAO.com branded packing slip in each customer shipment.
- Receive orders and process the associated transactions via the CommerceHub network. This will include:
  - Purchase Orders
  - Order Confirmation (ASNs) for shipments and cancellations
  - Inventory Updates
- Use the carrier defined by Toys"R"Us to deliver items to our customers.
- Acknowledge orders, process shipments, and send shipment confirmations back to Toysrus.com within the Service Level Agreement.
- Provide daily inventory updates of available quantities and availability status information.

### **12.23.4 - Specific Business Rules**

- Fill or kill policy at the line level – Quantities of one line must be fulfilled in its entirety
- Change inventory levels, and contact your Toysrus.com Buyer when items are discontinued.
- Ship orders as received (no item substitute unless discuss with TRU Customer Service)

### **12.23.5 - Shipment Errors**

Document and submit "Undeliverables" orders, via the Undeliverable Process, and email to:  
[drop-ship@toysrus.com](mailto:drop-ship@toysrus.com)

### **12.23.6 - Handling Returns**

All outbound packages will contain the Vendor return address not the Toys"R"Us Return address listed in the packing slip. Toysrus.com customers will return open shipments to the Toysrus.com Returns Department.

### **12.23.7 - Contact Information**

- Shawna Steilen, Dropship Program Manager – (973) 617-4366
  - Dropship Team – [drop-ship@toysrus.com](mailto:drop-ship@toysrus.com)
  - Customer Service Team – [customer.care@toysrus.com](mailto:customer.care@toysrus.com)
-

**12.23.8 Sample Dropship Routing Guide**

<b><u>Package / Shipment Weight</u></b>	<b><u>Package Dimensions</u></b>	<b><u>Destination Address Type (Residential / Commercial)</u></b>	<b><u>Carrier</u></b>
Package is less than 1 pound	Length and girth* is less than 84 inches; packages must also be at least 1/4" x 3" x 6"	C	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Mail Innovations, UPS Ground, Fedex Ground, or the USPS
Package is less than 1 pound	Length and girth* is less than 84 inches; packages must also be at least 1/4" x 3" x 6"	R	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Mail Innovations, UPS Ground, Fedex Home Delivery, or the USPS
Package is greater than or equal to 1 pound, but less than 70 pounds	Length and girth* less than 165 inches	C	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Ground, Fedex Ground, or the USPS
Package is greater than or equal to 1 pound, but less than 70 pounds	Length and girth* less than 165 inches	R	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Ground, Fedex Home Delivery, or the USPS
Package is greater than or equal to 1 pound, but less than 70 pounds	Length and girth* greater than 165 inches	C	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Supply Chain Solutions, DB Schenker, AGS, or other freight-type carrier
Package is greater than or equal to 1 pound, but less than 70 pounds	Length and girth* greater than 165 inches	R	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Supply Chain Solutions, DB Schenker, AGS, or other freight-type carrier
Package is greater than or equal to 70 pounds, but less than 150 pounds	Length and girth* less than 165 inches	C	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Ground or Fedex Ground
Package is greater than or equal to 70 pounds, but less than 150 pounds	Length and girth* less than 165 inches	R	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Ground or Fedex Ground
Package is greater than or equal to 70 pounds, but less than 150 pounds	Length and girth* greater than 165 inches	C	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Supply Chain Solutions, DB Schenker, AGS, CEVA Logistics, or other freight-type carrier
Package is greater than or equal to 70 pounds, but less than 150 pounds	Length and girth* greater than 165 inches	R	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Supply Chain Solutions, DB Schenker, AGS, CEVA Logistics, or other freight-type carrier
Package is greater than 150 pounds	Any dimensions	C	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Supply Chain Solutions, DB Schenker, AGS, CEVA Logistics, or other freight-type carrier
Package is greater than 150 pounds	Any dimensions	R	Custom Assignment by ToysRUs, based on product characteristics; the carrier may be UPS Supply Chain Solutions, DB Schenker, AGS, CEVA Logistics, or other freight-type carrier
<b>* Girth is calculated as 2 times width plus 2 times height</b>			

## **12.24 Preferred Carrier Information & Contacts**

Toys"R"Us has established strategic relationships with preferred carriers in order to drive efficiencies, eliminate waste, and improve on the quality & consistency of deliveries into our logistics network.

Our vendor partners are welcome to engage these preferred carriers to evaluate new opportunities or leverage lanes inbound to Toys"R"Us facilities.

### **For Intermodal shipments:**

Preferred Carrier List				
IMC - Intermodal				
DC	Carrier	Contact	Phone#	Email
Flanders (63)	Cornerstone IMC	Jessica Greene	281-402-2213	<a href="mailto:tlloyd@cornerstone-systems.com">tlloyd@cornerstone-systems.com</a>
	Mode Transportation	Robin Roganti	949-553-9813	<a href="mailto:Robin.Roganti@modetransportation.com">Robin.Roganti@modetransportation.com</a>
	Pacer IMC	Eileen Heffern	201-935-0011 Ext: 50601	<a href="mailto:njrutherford@pacer.com">njrutherford@pacer.com</a>
Frederick (83)	Cornerstone IMC	Jessica Greene	281-402-2213	<a href="mailto:tlloyd@cornerstone-systems.com">tlloyd@cornerstone-systems.com</a>
	Mode Transportation	Robin Roganti	949-553-9813	<a href="mailto:Robin.Roganti@modetransportation.com">Robin.Roganti@modetransportation.com</a>
	HUB IMC	Kimberly Stevenson	609-806-1450	<a href="mailto:kstevenson@hubgroup.com">kstevenson@hubgroup.com</a>
Groveport (62)	JB Hunt IMC	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	Cornerstone IMC	Jessica Greene	281-402-2213	<a href="mailto:tlloyd@cornerstone-systems.com">tlloyd@cornerstone-systems.com</a>
	Mode Transportation	Robin Roganti	949-553-9813	<a href="mailto:Robin.Roganti@modetransportation.com">Robin.Roganti@modetransportation.com</a>
Joliet (60)	HUB IMC	Kimberly Stevenson	609-806-1450	<a href="mailto:kstevenson@hubgroup.com">kstevenson@hubgroup.com</a>
	Cornerstone IMC	Jessica Greene	281-402-2213	<a href="mailto:tlloyd@cornerstone-systems.com">tlloyd@cornerstone-systems.com</a>
	JB Hunt IMC	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
Lees Summit (95)	Cornerstone IMC	Jessica Greene	281-402-2213	<a href="mailto:tlloyd@cornerstone-systems.com">tlloyd@cornerstone-systems.com</a>
	HUB IMC	Kimberly Stevenson	609-806-1450	<a href="mailto:kstevenson@hubgroup.com">kstevenson@hubgroup.com</a>
	JB Hunt IMC	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
McDonough (88)	HUB IMC	Kimberly Stevenson	609-806-1450	<a href="mailto:kstevenson@hubgroup.com">kstevenson@hubgroup.com</a>
	Mode Transportation	Robin Roganti	949-553-9813	<a href="mailto:Robin.Roganti@modetransportation.com">Robin.Roganti@modetransportation.com</a>
	APL Logistics IMC	Terra Johnson	1-800-889-0262	<a href="mailto:Terra_Johnson@APLLogistics.com">Terra_Johnson@APLLogistics.com</a>
Midlothian (77)	Cornerstone IMC	Jessica Greene	281-402-2213	<a href="mailto:tlloyd@cornerstone-systems.com">tlloyd@cornerstone-systems.com</a>
	JB Hunt IMC	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	HUB IMC	Kimberly Stevenson	609-806-1450	<a href="mailto:kstevenson@hubgroup.com">kstevenson@hubgroup.com</a>
Rialto (56)	Cornerstone IMC	Jessica Greene	281-402-2213	<a href="mailto:tlloyd@cornerstone-systems.com">tlloyd@cornerstone-systems.com</a>
	HUB IMC	Kimberly Stevenson	609-806-1450	<a href="mailto:kstevenson@hubgroup.com">kstevenson@hubgroup.com</a>
	JB Hunt IMC	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
Stockton (58)	Cornerstone IMC	Jessica Greene	281-402-2213	<a href="mailto:tlloyd@cornerstone-systems.com">tlloyd@cornerstone-systems.com</a>
	HUB IMC	Kimberly Stevenson	609-806-1450	<a href="mailto:kstevenson@hubgroup.com">kstevenson@hubgroup.com</a>
	Mode Transportation	Robin Roganti	949-553-9813	<a href="mailto:Robin.Roganti@modetransportation.com">Robin.Roganti@modetransportation.com</a>
Youngstown (92)	JB Hunt IMC	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	Cornerstone IMC	Jessica Greene	281-402-2213	<a href="mailto:tlloyd@cornerstone-systems.com">tlloyd@cornerstone-systems.com</a>
	HUB IMC	Kimberly Stevenson	609-806-1450	<a href="mailto:kstevenson@hubgroup.com">kstevenson@hubgroup.com</a>

TL - Truckload				
DC	Carrier	Contact	Phone#	Email
Flanders (63)	JB63	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	Schneider TL	Melissa Mock	800-558-6767 ext 5927332	<a href="mailto:TLCSEast2@Schneider.com">TLCSEast2@Schneider.com</a>
	Access America	Jimmy Hargrove	866-532-3971 ext. 1210	<a href="mailto:jhargrove@accessamericatransport.com">jhargrove@accessamericatransport.com</a>
Frederick (83)	JB83	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	Schneider TL	Melissa Mock	800-558-6767 ext 5927332	<a href="mailto:TLCSEast2@Schneider.com">TLCSEast2@Schneider.com</a>
	Access America	Jimmy Hargrove	866-532-3971 ext. 1210	<a href="mailto:jhargrove@accessamericatransport.com">jhargrove@accessamericatransport.com</a>
Groveport (62)	Schneider TL	Melissa Mock	800-558-6767 ext 5927332	<a href="mailto:TLCSEast2@Schneider.com">TLCSEast2@Schneider.com</a>
	Baylor	Trent Freyer	812-623-9222	<a href="mailto:tfreyer@baylortrucking.com">tfreyer@baylortrucking.com</a>
	JB92	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
Joliet (60)	JB60	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	Access America	Jimmy Hargrove	866-532-3971 ext. 1210	<a href="mailto:jhargrove@accessamericatransport.com">jhargrove@accessamericatransport.com</a>
	CH Robinson	Nicole Laurelli	201-782-9887 x114	<a href="mailto:Nicole.Laurelli@chrobinson.com">Nicole.Laurelli@chrobinson.com</a>
Lees Summit (95)	Access America	Jimmy Hargrove	866-532-3971 ext. 1210	<a href="mailto:jhargrove@accessamericatransport.com">jhargrove@accessamericatransport.com</a>
	CH Robinson	Nicole Laurelli	201-782-9887 x114	<a href="mailto:Nicole.Laurelli@chrobinson.com">Nicole.Laurelli@chrobinson.com</a>
	Epes	Courtney Thrift	866-323-1048	<a href="mailto:courtney.thrift@epeslogistics.com">courtney.thrift@epeslogistics.com</a>
McDonough (88)	Epes	Courtney Thrift	866-323-1048	<a href="mailto:courtney.thrift@epeslogistics.com">courtney.thrift@epeslogistics.com</a>
	JB 88	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	Access America	Jimmy Hargrove	866-532-3971 ext. 1210	<a href="mailto:jhargrove@accessamericatransport.com">jhargrove@accessamericatransport.com</a>
Midlothian (77)	JB77	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	Access America	Jimmy Hargrove	866-532-3971 ext. 1210	<a href="mailto:jhargrove@accessamericatransport.com">jhargrove@accessamericatransport.com</a>
	Epes	Courtney Thrift	866-323-1048	<a href="mailto:courtney.thrift@epeslogistics.com">courtney.thrift@epeslogistics.com</a>
Rialto (56)	JB56	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	Performance Team	Angelica Licea	(909)899-4491 ext. 2494	<a href="mailto:Jim.Held@epeslogistics.com">Jim.Held@epeslogistics.com</a>
	Access America	Jimmy Hargrove	866-532-3971 ext. 1210	<a href="mailto:jhargrove@accessamericatransport.com">jhargrove@accessamericatransport.com</a>
Stockton (58)	Performance TL	Angelica Licea	(909)899-4491 ext. 2494	<a href="mailto:Jim.Held@epeslogistics.com">Jim.Held@epeslogistics.com</a>
	Access America	Jimmy Hargrove	866-532-3971 ext. 1210	<a href="mailto:jhargrove@accessamericatransport.com">jhargrove@accessamericatransport.com</a>

	JB58	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
<b>Youngstown (92)</b>	JB92	Eddie Woods	(479) 820-0688	<a href="mailto:Eddie_Woods@jbhunt.com">Eddie_Woods@jbhunt.com</a>
	Schneider TL	Melissa Mock	800-558-6767 ext 5927332	<a href="mailto:TLCSEast2@Schneider.com">TLCSEast2@Schneider.com</a>
	CH Robinson	Nicole Laurelli	201-782-9887 x114	<a href="mailto:Nicole.Laurelli@chrobinson.com">Nicole.Laurelli@chrobinson.com</a>
<b>LTL – Less Than Truckload</b>				
<b>Unyson Logistics</b>		Andrew Dennigmann	314-656-1922	<a href="mailto:adenningmann@yahoo.com">adenningmann@yahoo.com</a>

## Section 13 - GLOSSARY

[HOME](#)

### 13 - GLOSSARY

**ALLOWANCE (Return goods)** – An agreed upon deduction taken from each invoice as an accrual for consumer defectives. The defective merchandise is recorded at Toys"R"Us stores, processed, and then disposed of at the Toys"R"Us Distribution Centers.

**ALLOWANCE (Promotional/Merchandise)** – consideration from a Vendor for promotional and merchandising support purposes.

**APPT** – Appointment Schedule Compliance - The program monitors whether our partners arrive at Toys"R"Us Distribution Centers on-time, according to the delivery appointments created within the LEAN Logistics scheduling system.

**ASN** – Advanced Shipping Notice

**BA** – Buyer's Assistant

**BOL** – Bill of Lading; legal document where the carrier acknowledges receipt from the cosigner, describes freight and sets the contract of carriages.

**BVCPS** – Bureau Veritas Consumer Products Services, Ltd.; designated testing facilities.

**CAFTA** – Central American Free Trade Agreement

**CERTIFICATE OF COMPLIANCE (C.O.C.)** – Document issued by the Toys"R"Us designated test lab. It is a required document for delivery and payment of Direct Import, Port of Entry, or Domestic Private Label purchases.

**C.O.D.** – Cash on Delivery

**CODE OF CONDUCT** – Toys"R"Us opposes any form of worker exploitation. The Code of Conduct addresses child labor, forced labor, worker environment, working conditions, discrimination, wages and hours, and freedom of association. Compliance is mandatory for all Vendors.

**COLLECT (CLT)** – When a Purchase Order is written and Toys"R"Us accepts all responsibility for movement and delivery of merchandise within an ETA window. Toys"R"Us will be billed and is responsible to pay for all charges.

**CONVEYABLE** – When carton that can be transported through the Toys"R"Us conveyor system at our Distribution Centers.

**CPSC** – Consumer Product Safety Commission

**CPSIA** – Consumer Product Safety Improvement Act

**CSPA** – Child Safety Protection Act

**C-TPAT** – Customs-Trade Partnership Against Terrorism

**CUBE** – the carrying capacity of a car according to measurement in cubic feet.

**DC** – Distribution Center

---



**DDP** – Delivery Duty Paid

**DEMURRAGE** – A penalty charge against shippers or consignees for delaying the carrier's equipment beyond the allowed free time at the delivery rail yard or port.

**DETENTION** – A penalty charge against shippers or consignees for delaying the carrier's equipment beyond the allowed free time at the consignee's location.

**DPS** – Delivery Performance System

**DRAYAGE** – Movement to and from specified destination points.

**DUNNAGE** – Packaging material used to stabilize and protect the load during shipment.

**DUNS Number** – Dunn & Bradstreet Number

**EAN** – European Article Number

**EDI** – Electronic Data Interchange – the electronic linking of firms.

**EDQ** – Enterprise Data Quality; A multi-year project that will place us among the leaders in retail item data quality. It will also benefit your business in two important ways, providing:

- A streamlined and faster process for introducing and tracking your items
- Expanded, enhanced and harmonized item data across all selling channels

**ENABLE TRADING** – A Trade Gateway service provider, allowing a Vendor to carry out business ELECTRONICALLY (*FORMERLY EB2B COMMERCE*).

**ERP** – Enterprise Resource Management; software that combines accounting, inventory management, open order and shipping information.

**ETA** – Estimated Time of Arrival

**EXTRANET** – An extension of an institution's intranet, especially over the World Wide Web, enabling communication between the institution and people it deals with, often by providing limited access to its intranet.

**FAK** – Freight of All Kinds

**FEDEX** – Federal Express

**FOB** – Free On Board; the product will be placed on a mode of transport (carrier) without any loading costs and free of any encumbrances. F.O.B. establishes the contractual arrangement in which either title is transferred between seller and buyer or the point where transportation responsibility is shifted from seller to buyer.

**FOB POINT** – The physical location where the product will be placed on its mode of transport (carrier) without any loading costs and free of any encumbrances.

**FOM** – Freight Order Management System that allows our Toys"R"Us collect Vendors to enter routing requests through a web browser.

**FTC** – Federal Trade Commission

**GCC** – General Conformity Certificate – Required certification under the CPSIA Manufacturers must certify their products meet all required bans as well as standards under the CPSA and to products subject to any similar rule, standard, ban, or regulation under any other Act enforced by the Commission. This general certification requirement is sometimes called a "supplier's declaration of conformity."

**GLD** – Green Lion Digital (Portal for vendor reporting)

---

**GLN** – Global Location Number

**GMA** – Grocery Manufacturer's Association specification. Most 48" x 40" pallets are manufactured as GMA pallets.

**GS1** – Global Standard 1. A council that Vendors must join in order for their products to be UPC source marked.

**GTIN** – Global Trade Item Number

**GXS** – Global Exchange Services, formerly known as GEIS. (This is a Value-Added Network (VAN) used for EDI file transmission.)

**INTERMODAL** – Used to denote movement of cargo containers interchangeably between transport modes (water, rail, or air carriers) where the equipment is compatible within the multiple systems.

**ITEM** – Item purchased for Guest resale (formerly known as SKN).

**LTL** – Less Than Truckload – Shipments designated by the customer to move through a carrier network that utilizes shipment consolidation. Typically, a quantity of freight weighing less than the amount required for the application of a truckload rate.

**MAN** – Marking and Numbering segment

**MANUFACTURER REPRESENTATION** – A firm that calls on Toys "R", Us, Inc. on behalf of and as an agent for a manufacturer, typically a firm specializing in the sales.

**MANUGISTICS** – Transportation Management System (TMS) used to optimize freight movements within the Toys"R"Us Network and send load tenders to carriers.

**MIO** – Merchandise Information Operations team at Toys"R"Us

**MRS** – Merchandise Retail System

**MVPP** - Merchandise Vendor Payable Portal. A portal used by vendors for Payment Inquiries, Dispute Management and RGD POS data.

**NAFTA** – North American Free Trade Agreement

**NMFTA** – National Motor Freight Traffic Association

**NON-ALLOWANCE – (referring to return goods – also referred to as REGULAR)** Defective merchandise that is recorded at the Toys"R"Us stores and charged back to Vendors as they occur. These goods are set-aside in pallet storage locations, after being scanned to a credit request, pending disposition instructions from the Vendor.

**NON-CONVEYABLE** – A carton that cannot be transported through the Toys"R"Us conveyor system at our Distribution Centers.

**PARTIAL TRUCKLOADS** – Shipments greater than 1000 cube but less than 3200 cube.

**POD** – Proof of Delivery

**PO** – Purchase Order

**POE (PORT OF ENTRY)** – Port where cargo is unloaded and enters a country. Used to describe cargo that is imported by the Vendor and delivered to the customer at a specific location (port or consolidator).

---

**PREPAID (PPD)** – When a Purchase Order is written and the Vendor accepts all responsibility for movement and delivery of merchandise within an ETA window. The Vendor is responsible to pay for all charges.

**PRO Number** – Number assigned by the carrier to a single LTL shipment.

**PTC** – Prepaid to Consolidator

**Toys"R"Us** – Refers to: Toys"R"Us U.S., Babies "R" Us, Inc., Toysrus.com, and Geoffrey.

**RECEIVABLE FACTOR** – A firm that provides financing to a manufacturer by advancing funds in exchange for the accounts receivable of the manufacturer.

**RESOURCE** – Formal nomenclature for Vendor.

**RFID** – Radio Frequency Identification

**RGD** – Return Goods Defective

**ROG** – Receipt of Goods Date

**RTV** – Return to Vendor

**SCAC** – Standard Carrier Alpha Code, which is a unique two-to-four letter code, used to identify transportation companies.

**SHIP WINDOW** – The designated period in which a Vendor ships freight for expected delivery within the ETA window.

**SKN** – Stock-Keeping Number

**SKU** – Stock-Keeping Unit

**SLC** – Shipper Load and Count

**SSCC** – Serial Shipping Container Code

**STC** – Said To Contain

**STERLING COMMERCE** – This is a Value-Added Network (VAN) used for EDI file transmission.

**TENDER** – The offer of goods for transportation to a carrier.

**TL** – Truckload

**TMS** – Transportation Management System

**TOYS"R"US** – Refers to: Toys"R"Us U.S., Babies "R" Us, Inc., Toysrus.com, and Geoffrey.

**TRU** – Toys"R"Us

**UID** – Unique Identifier. Created in dotcom catalog and it is used by the Dotcom warehouses to receive and identify product. If an item has a multi UPC assortment, it will have one SKN and multiple UIDs (one for each style). It's also used by our Dotcom sample center for linking images and copywriting

**UPC** – Universal Product Code

**UPS** – United Parcel Service

---

**VAN** – Value Added Network

**VDP** – Vendor Deal Portal. A portal used by vendors for Electronic Approval of Credit Allowance Contracts.

**VICS** – Voluntary Interindustry Commerce Standards Association; organization made up of retailers and suppliers; they work on guidelines for things like floor ready ticketing, hangers, and the VICS Bill of Lading.

**VMI** – Vendor Managed Inventory

---