

SHOE VENDOR MANUAL

An instructional resource for:

- Shoe logistics/packaging standards
- A general resource for Shoe Vendors

Table of Contents

1.0. Master Carton	3
1.1. Carton Types	3
1.2. Acceptable Corrugate Thickness	3
1.3. Required Carton Markings.....	4
2.0. Packaging Requirements	5
2.1. Carton Packing Standards	5
2.2. Attaching Shoe Pair Procedures.....	5
2.3. Protecting the Product.....	6
3.0 Loading the Container.....	7
3.1. Container/Trailer Loading	7
3.2. Shipping on Pallets	7
4.0 Ticketing Requirements	8
4.1. Vendor Pre-ticket Supplies	8
4.2. Shoe Ticket Types:	9
5.0 Ross Sample Process (Updated May 2019)	10
6.0 Ross Product Marking Requirements(Updated May 2019)	12
7.0 Ross No Nail Policy (Updated May 2019)	18
8.0 Links to Additional Resources.....	19
8.1 Shoe Vendor Manual Questions	19
8.2 Routing Questions.....	19
8.3 Packing Standard Questions	19
8.4 Ticket Ordering.....	19

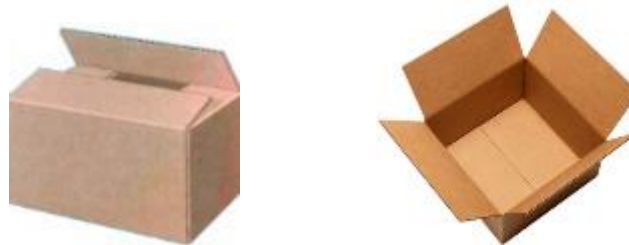
Vendor Shipping Guidelines

We have prepared a guideline of standards that support optimum flow of goods at Ross Stores, Inc. As always, Ross will be flexible and work in partnership with our vendors to keep it simple and minimize cost for both parties.

1.0. Master Carton

1.1. Carton Types

- All Vendors should use a regular slotted carton (RSC)
 - Flaps are the same depth, with the two major flaps being one-half of the carton's width so that they meet in the center of the box when folded



- Ideally, items should be packed in a carton that fall within the following dimensions:
 - Minimum conveyable carton size/weight = 12”L x 12”W x 6”H / (2 lbs.)
 - Maximum conveyable carton size = 30”L x 26”W x 24”H / (50 lbs.)

PLEASE NOTE: Size dimension in inches and weight in pounds

- Individual cartons, not secured to pallets for transport to stores, should not have external straps, bands, or ties

1.2. Acceptable Corrugate Thickness

- Double Wall Corrugate must be used:
 - Corrugate fiberboard with 2 medium and 3 liners
 - Double wall corrugate must be BC flute
 - Corrugate must have a minimum Edge Crush Test (ECT) value of 48 lbs/sq in



Processing Instructions – Shoes

1.3. Required Carton Markings

- **Packing Slip**

- Packing slip required on every order, preferably on LAST carton of the order so Distribution Center sees it at the time they unload the Purchase Order.
- Packing slips should list the style number of each item shipped along with the quantities.



PHOTO: PACKING SLIP ON LAST CARTON

- Cartons to be labeled with:

PLEASE NOTE: Information can all be on one side, or on multiple sides.

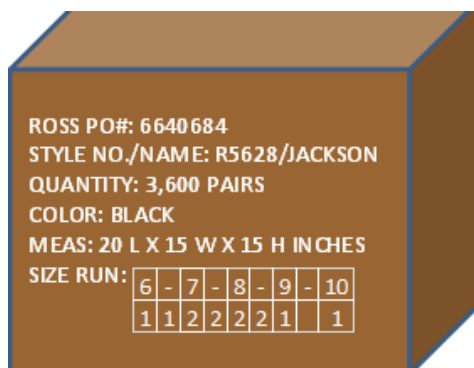
- **Ross Domestic Shipment Carton Label Information:**

- Ross Purchase Order Number
- Vendor Style Number (must match order)
- Quantity (# of items in carton)
 - Specify pack counts in addition to unit counts when pre-packs are being shipped.
- Color (color names, not color codes)
- Size of Carton
- American size scales on carton should be used when possible

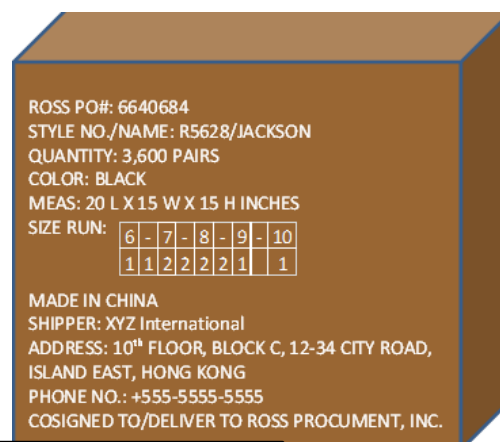
- **Ross International Shipment Carton Label Information:**

- Ross Purchase Order Number
- Vendor Style Number (must match order)
- Quantity (# of items in carton)
 - Specify pack counts in addition to unit counts when pre-packs are being shipped.
- Color (color names, not color codes)
- Size of Carton
- American size scales on carton should be used when possible
- Country of Origin
- Supplier / Shipper Name, Address, and Phone Number
- Consigned To / Deliver To Ross Procurement, Inc.

DOMESTIC



INTERNATIONAL



PHOTOS: LABEL INFORMATION ON MASTER CARTON

Processing Instructions – Shoes

2.0. Packaging Requirements

2.1. Carton Packing Standards

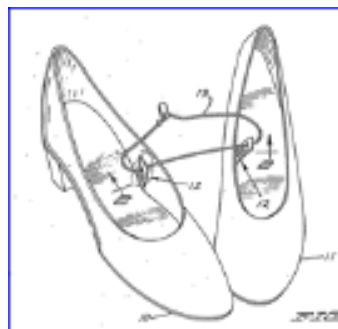
- Do not pack multiple skus in the same carton
- Items should fit comfortably inside master carton
- Do not over-fill or under-fill the master carton
 - If master carton must be under-filled for shipping/packing reason, must mark carton (i.e. "partial" or "empty")
- Consistent packing of either Musical or Bulk Pack cartons:
 - Musical Packs (Store Ready packs):
 - As directed by merchant, otherwise:
 - No less than 4 sizes
 - No more than 12 pairs
 - Bulk Packs:
 - Pack by same style and one size with consistent counts per carton

2.2. Attaching Shoe Pair Procedures

- All shoe pairs are to be attached together using an elastic loop:
 - Color: as directed by merchant, otherwise use:
 - Black elastic loop for color shoes
 - White elastic loop for white and light color shoes
 - Loops should be between 8" and 10" long.
- Shoes with lace eyelets, straps or zippers:
 - Loop is to be run through both shoes and secured.



- Shoes without lace eyelets, straps or zippers:
 - A soft tab must be inserted into the insole of both shoes.
- Soft tab material must match shoe lining.
 - Tabs should be between ¼ and ¾ inch in width and 1 ½ to 3 inches in length with the hold spaced inwardly about ½ to ¼ inch from the end.



Processing Instructions – Shoes

2.3. Protecting the Product

- Vendors must protect goods from the elements during storage, transfer and loading.
- Shoes must be protected in original shoe box or clear sealed polybag using egg crate packaging (egg crate packaging with polybag must be approved by merchant)
- Mold preventative measures must be used
- Please see below standards and apply when applicable



PHOTO: DESSICCANT BAG

- **Mold Prevention Standards**

- Seal goods with an appropriate volume of silica desiccant
- Vendor may use alternative mold prevention if they do not prefer silica desiccant bags

- **Shoe Stuffing Standards**

- Vendor must stuff shoes properly to maintain shoe shape
- Materials to be used is at vendor discretion

- **Shoe Box Packing Standards**

- Pack shoe boxes neatly in master carton

- **Egg Crate Standards (Vendor must have merchant approval)**

- Egg crate to be assembled in full grid
- One pair of shoes per grid section
- Each pair of shoes are in polybag (see polybag standards below)

- **Polybag Standards (Vendor must have merchant approval)**

- Polybags must be shipped in packed egg crate (see photo below)
- Size and Style is required on polybag
- 14 font print or larger is preferable
- Polybags must be sealed. Ross does not have sealing type requirements, vendor may use their discretion
- If using UPC label, location can be at vendor discretion. Right bottom corner of polybag preferred



PHOTO: POLYBAG



PHOTO: MASTER CARTON PACKED WITH SHOE BOXES



PHOTO: MASTER CARTON PACKED EGG CRATE

Processing Instructions – Shoes

3.0 Loading the Container

3.1. Container/Trailer Loading

- Cartons should be tightly packed
 - Do not load flush to trailer ceiling
 - Do not over pack trailer
 - Must be able to open trailer door without cartons falling out
 - Cartons should not be crushed
 - Must be able to pull cartons out with ease
- Vendors should use mold prevention measures (see chart 1.1)
- Load trucks by Purchase Order or Purchase Order/Style when possible
- Load complete styles
 - If master carton must be under-filled for shipping/packing reason, must mark carton (i.e. "partial" or "empty")

MOLD PREVENTION



• **Chart 1.1 - Reference dosage (silica):**

Carton Volume(m3)	Weight of desiccant bag (G)
<0.001	1-3G
0.01-0.05	3-15G
0.05-0.1	15-30G
0.1-0.3	30-100G
0.3-0.5	100-150G
0.5-1	150-300G

3.2. Shipping on Pallets

- If shipping on pallets:
 - Pallets must be loaded (stacked) by Purchase Order and Style
 - All pallets should be shrink wrapped or otherwise secured to prevent load shifting in transit
 - Do not load flush to trailer ceiling
 - Must be able to pick up with forklift and get to merchandise without down stacking
 - Pallets should be clearly marked with quantity information (1 of ..., 2 of ..., etc.)
 - The last pallet loaded onto the trailer must have a packing list clearly attached containing carton quantities and styles by pallet
 - If master carton must be under-filled for shipping/packing reason, must mark carton (i.e. "partial" or "empty")

Special Note:

Only list Purchase Orders on the Freight Bill that have been loaded on the truck.



PHOTO: TRAILER FILLED PROPERLY



PHOTOS: TRAILER FILLED **NOT** PROPERLY



PHOTO: PACKING SLIP ON LAST CARTON

Processing Instructions – Shoes

4.0 Ticketing Requirements

Shoe orders are to be pre-ticketed by the vendor.

4.1. Vendor Pre-ticket Supplies

Ticket Stock: Vendors are responsible to order Ross ticket stock via Fineline Technologies.

All registered vendors who have a Ross vendor ID, can access ticketing system via

<https://www.finelineglobal.com/FastTrak/>.

You will receive a 5% surplus of ticket stock.

Do not substitute ticket stock.

You will receive the ticket type applicable to each Purchase Order (“PO”). Tickets are sku specific. Same styles with multiple deliveries must use tickets assigned to specific PO/sku. Vendor is responsible if this procedure isn’t followed.

TIP: “PICK-TICKET-PACK”

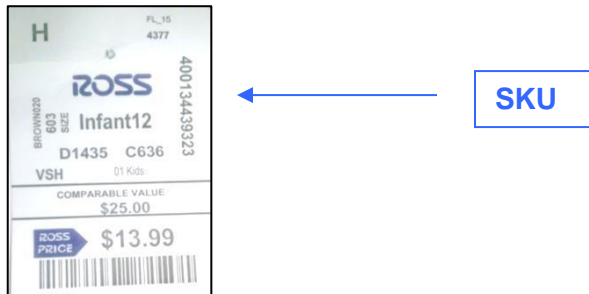
1. Pick the merchandise by individual sku/PO
2. Ticket the merchandise by individual sku/PO
3. Pack by individual PO.

DESTROY EXTRA TICKETS after order is processed.

Processing Instructions – Shoes

4.2. Shoe Ticket Types:

- Ready-to-Wear (hard, hanging) tickets – attached to shoe using a 5” loop fastener



- Sticky alpha tickets



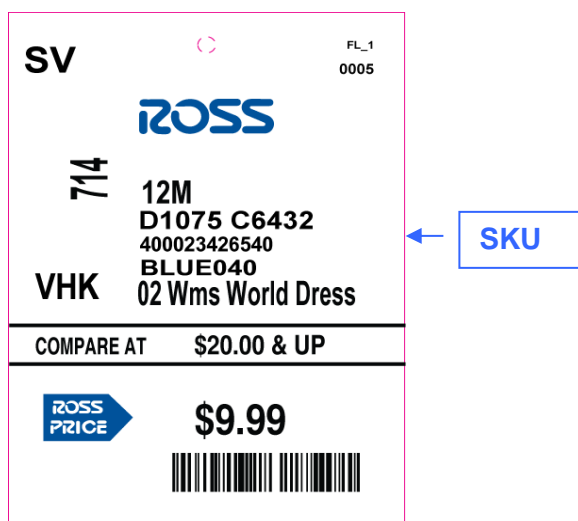
- Sticky tickets – ticket adheres directly to shoe



- Sticky numeric tickets



- Luggage (large, hard, hanging) tickets
 - Attached to shoe using a 5” loop fastener – Ladies Boots ONLY



Processing Instructions – Shoes

5.0 Ross Sample Process

Confirmation Samples

- **What are they?** A ½ pair shoes (right shoe) representative of the product specifications used for every aspect of production, including fit; must be made in the production factory. (Size 6 For Ladies, Size 9 for Mens, Size 13 for Kids, Size 7 for Toddler)
- **When are they due to be received by Ross?** Due **8 weeks** prior to ex-factory for imports; **12 weeks** prior to start-ship date for domestic. Sample must be received prior to material purchase and production start. Buyer will confirm on Purchase Order.
- The Ross Buyer **must sign off on the confirmation sample before actual production begins and before materials are purchased.**
- It is the vendor’s responsibility to send confirmation samples in accordance with the timeline of production/delivery. **Delays will not be accepted due to late or rejected confirmation samples.**

Top of Production (TOP) Samples

- **What are they?** A full pair of shoes pulled from the initial production run of the first purchase order. (Size 6 For Ladies, Size 9 for Mens, Size 13 for Kids, Size 7 for Toddler)
- **When are they due to be received by Ross?** Due **45 to 30 days** prior to first start ship date (**and prior to ex-factory date**) for both domestic and import orders. Buyer will confirm on Purchase Order.

Processing Instructions – Shoes

Labeling Requirements (Confirmation and TOP Samples only)

- **Send samples on a PO separately** from inspiration or development samples. Label the box containing samples already **on a PO** as follows:
 - Sample Type is a dropdown

TO	SAMPLE RECEIVING CLERK Shoes Ross Stores, Inc. Buying Office	SAMPLE TYPE
FROM		
BUYER NAME		

- So we can quickly identify samples, use the below label for all your confirmation **samples on a PO***:

Footwear Sample Label	
Date:	
Office:	
Vendor:	
Buyer:	
PO #:	
Style Name:	
Color:	
Factory:	
Construction:	
Last:	
Size/width	
Upper:	
Lining/Sock:	
Sole:	
Fittable:	
Sample Type:	
Country	
Customer:	

- *PO number must be Ross Purchase Order Number

Corrections on Confirmation Samples:

- If confirmation samples are rejected, an email will be sent to the vendor detailing the needed corrections and request for a revised sample. **It is the vendor's obligation to send the samples in a timely manner in order for corrections to be made. Corrections to the sample should not delay the delivery of the shoes.**
- Approved confirmation samples must reflect production. If production differs from approved confirmation sample vendor will be held responsible.

Processing Instructions – Shoes

6.0 Ross Product Marking Requirements (Make Up/Upfront Orders only)

Marking of imported shoes when Ross Stores, Inc. is the importer of record, must meet all legal requirements established by U.S. Customs and Border Protection (Customs), the Federal Trade Commission (FTC) and the Consumer Product Safety Commission (CPSC). All imported goods must include a commercial label that is placed in a conspicuous location on the product. Customs and the FTC require that labels be legible (clear enough to be read easily by a person of normal vision without strain) and will stay legible until the final purchase of the product. Imported footwear must be labeled on both the left and right shoe in a pair.

Ross Stores, Inc. requires all Pre-Production Samples (Confirmation Samples) and Top of Production samples marking to exactly match production.

Failure to include the required information on confirmation samples and TOP's may result in additional sample requests and expense and delay to the vendor

You are responsible to comply with any changes or updates to the law.

The following information provides all labeling requirements:

- **Country of Origin**

Customs requires that every article of foreign origin that is to be imported into the U.S. include a marking indicating the Country of Origin of the good.

- **Size Requirements**

Ross Stores, Inc. requires that the shoe size be marked on the product:

- Numerical Sizes must be indicated numerically; half sizes using ½, example: 8 ½
- Alpha Sizes must include both the ALPHA size, and also the Numerical Size Range inside of parenthesis wherever possible.
 - Examples S(5-6), M (7-8), L(9-10).
 - A short line should be placed under sizes 6 and 9.
- Widths should be indicated for all numerically sized footwear as follows:
 - M or MED for medium widths. Examples: 8 M or 8 MED
 - W or WIDE for all wide widths. Examples: 9 W or 9 WIDE
 -

- **Material Content**

Ross Stores, Inc. requires that the material content be disclosed to avoid any suggestion of deception to the consumer. Four parts of the footwear should be disclosed in the following order:

1. Upper
2. Lining
3. Sock Lining
4. Outersole

Processing Instructions – Shoes

1. UPPER - footwear uppers that are constructed of multiple materials, should be marked with the percentage of material content by predominate materials followed by each additional material in descending order.

Example: If the upper is made of 55% leather, 30 % man made & 15 % textile, the commercial marking would read - Upper: Leather / Man Made / Textile (Examples of exclusions: ornamentation, closures, hardware, zippers, laces, embroidery, labels, strap tabs and goring)

- Fabric/Textile Upper: Ross Stores, Inc. requests marking disclosure identifying “fabric” or “textile” - not as man-made materials. Special legal requirements exist for wool and Fur/Faux Fur:
 - FTC’s Wool Products Labeling Act (<http://www.ftc.gov/os/statutes/textile/woolact.shtm>)
 - This act legally requires the disclosure of any amount of wool. Identification of a blend of fibers 5% or more must be disclosed by a common generic fiber name, including percentages of each fiber, listing the principle fiber first. The use of specialty fibers (i.e. Alpaca, Camel Hair, Llama, etc.) and/or use of term “mohair” or “cashmere” in lieu of the word ‘wool’, is acceptable providing the percentage of each specialty fiber name and/or mohair or cashmere is given. Also, the terms “new” or “virgin” or “recycled” should be used as an accurate descriptive of a wool product. Example: Upper 56% Polyester, 24% Cotton, 20% Recycled Wool. This information must be part of the commercial label, not on a hangtag affixed to the imported product.
 - FTC’s Fur Products Labeling Act (<http://www.ftc.gov/os/statutes/textile/furact.shtm>) This act legally requires the name(s) of the animal(s) that produced the fur. Disclosure is required if it contains any used fur, bleached, dyed or artificially colored fur and/or paws, tails, bellies, or waste fur. It also requires the name or other identification and registered by the FTC of one or more persons who manufacture the fur product; along with the name of the country of origin of any imported fur used in the fur product. If imported product contains a **man-made or artificial ‘faux’ fur**, product marking should indicate ‘faux fur’ and what part(s) are man-made or artificial fur.
Example: Upper: Textile w/ 100% Acrylic faux fur trim
- Leather and/or Rubber/Plastic Upper: footwear uppers constructed of Leather and/or Rubber/Plastic should be marked in compliance with the FTC’s Guides for Select Leather and Imitation Leather Products to avoid deception of the consumer
- (<https://www.ftc.gov/enforcement/rules/rulemaking-regulatory-reform-proceedings/leather-guides>).
 - All Rubber/Plastic products should be disclosed as “man-made material”
 - Ross Stores, Inc. prefers that ‘genuine’ leather content be disclosed if imported product contains ‘genuine’ leather

Processing Instructions – Shoes

2. LINING - Ross Stores, Inc. requests the disclosure of all types of materials used in the lining (fabric/textile, leather, and/or man-made materials). Linings of multiple materials must be disclosed by percentage of predominant material followed by each additional material in descending order.

Example: If the lining is made of 60% man-made (quarters) & 40% textile (vamp), the commercial marking would read –

Lining Content: Man Made / Textile

Example: If the lining is faux fur, the commercial marking would read -

Lining: 100% Acrylic Faux Fur

3. SOCK LINING - Ross Stores, Inc. requires the disclosure of all materials used in the sock lining (fabric/textile, leather, and/or man-made materials). Sock Linings of multiple materials must be disclosed by percentage of predominate material, followed by each additional material in descending order.

Example: If the sock lining is made of 80% textile (heel to ball) & 20% man made (ball to toe), the commercial marking would read –

Textile / Man-Made

Sock Lining Content:

4. OUTERSOLE - Ross Stores, Inc. requires disclosure of all materials used in the construction of the outersole (fabric/textile, leather, and/or man-made materials).
- Outersoles constructed of multiple materials must be disclosed by predominate materials of the external surface area* of the outersole (* that comes in contact with the ground surface) first, followed by each additional material in descending order.
Example: If the wear surface of a TPR outsole is textile flocked, the commercial marking would read –
Outsole Content: Textile / Man Made
 - Outersoles constructed of leather or composition leather follow the same marking rules as the upper. Please see the leather marking requirements above.

NOTE: **If** all 4 parts of the footwear (upper, lining, socklining, & outersole) are wholly the same type of material (i.e. all parts top grain or split leather – or – all parts are PVC or Rubber/Plastic) it's OK to disclose as "All Leather" – or "All Man Made Materials" instead of listing material content for each part.

Processing Instructions – Shoes

- Consumer Product Safety Commission (CPSC)** - in order to ensure compliance with the CPSC's Consumer Product Safety Improvement Act (CPSIA) requirements, Ross Stores, Inc. requires that the Style Name or Style number, the factory name or number and the Production Date (Month/Year) are included as part of the commercial markings **for Children's Footwear**. One example of this label follows:

Girls 13 MED Made in China Upper: Man Made Lining: Man Made Socklining: Textile Outersole: Man Made SN# 73447 F# 96201 09/09
--

Note: If the space for available commercial labeling requires that the required labeling be split, the CPSIA content must stay together. The above highlighted content is specific to CPSIA. The factory and product date can be printed next to each other, on the same line.

- One Label Example (Size/Design/Position of label will vary depending on location on imported product. See following page for various examples)

MENS 10 MED Made in China Upper: Man Made Lining: Man Made Socklining: Textile Outersole: Man Made SN: 56014
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Processing Instructions – Shoes

Footwear Labeling Format/Examples

Sew-In Separate Labels	Sticker Separate Labels	Printed Label on Strap	
			
			
			

Processing Instructions – Shoes

Label type and location preferences:

- Color of the ink must contrast against the color of what it's printed on and/or background of what it's being adhered to (i.e. outsole) when a clear plastic adhesive sticker is used.
- Customs requires size and clarity of print to be **legible** – “easy to read by a person of normal vision without strain”.
- If the bottom of the outsole has a lot of design work on it, a clear plastic adhesive sticker should **not** be used because of non-legibility issues.

1. Direct Print (ink color must contrast with background color)
 - a. on back of vamp/tongue or vamp/tongue lining
 - b. on outside quarter or outside quarter lining
 - c. on counter lining, at outside quarter (do not print at center of counter lining, it gets distorted in lasting)
 - d. on back of strap(s) or strap lining(s)

2. Woven/Printed Label stitched down on all 4 sides (ink color must contrast with label background color)
 - a. vamp/tongue lining
 - b. outside quarter lining
 - c. strap lining

3. Woven/Printed, Folded Loop Label stitched across the top (ink color must contrast with label background color)
 - a. below vamp opening
 - b. outside quarter or outside quarter lining, below topline, or boot shaft opening
 - c. top edge of strap or strap lining

4. Woven/Printed with strong adhesive back (ink color must contrast with label background color)
 - a. back of vamp/tongue
 - b. back of strap

5. Plastic/Printed with strong adhesive back, adhesive must be compatible with outsole material (clear plastic label & ink color must contrast with background color). **This label option is only for adult footwear. Adhesive back commercial marking labels/stickers CANNOT be used for children's footwear.**
 - a. arch area of outsole
 - b. edge of heel, center back

Processing Instructions – Shoes

7.0 Ross No Nail Policy

No Nails, Tacks, and/or Staples Policy for Makeup/Upfront Footwear Production and Sampling:

Ross Stores, Inc. does not allow the use of **Nails, Tacks or Staples** to **secure insoles to lasts** for production and/or sample making

- By **“No Nails, Tacks and/or Staples”** we mean:
 - No Nails, screws, staples or tacks are to be used to attach or hold insoles to the bottom of the last during the lasting process
- **All** Confirmation and Top of Production (TOP) samples must adhere to this **“No Nails”** policy

- Below are several proven methods as options for holding the insole board to the last:
 - Liquid glue/cement (before sock lining inserted)
 - Double back tapes (before sock lining inserted)
 - Lasts with posts/pins designed to eliminate tacking/stapling (before sock lining inserted)
 - Thermoplastic cements (before sock lining inserted)
 - Masking tape to hold insole in position
 - Heavy rubber band or elastic strap wraps to hold the insole in position

Processing Instructions – Shoes

8.0 Links to Additional Resources

8.1 Shoe Vendor Manual Questions

For all inquiries, please e-mail DC Customer Service at DC.CustomerService@ros.com

8.2 Routing Questions

For routing instructions, please go to the routing guide at <http://partners.rossstores.com/index.html>

8.3 Packing Standard Questions

For Ross standard packing guidelines, go to <http://partners.rossstores.com/index.html>

8.4 Ticket Ordering

All registered vendors who have a Ross vendor ID, can access ticketing system via <https://www.finelineglobal.com/FastTrak/>