

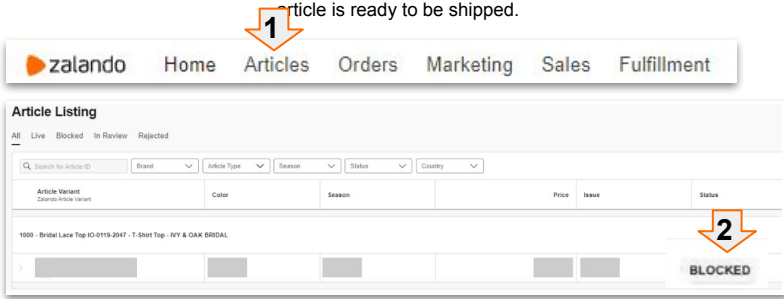
ZFS GET READY TO SHIP CHECKLIST

Dear Partners, once you have started the Article Onboarding stage of your integration, you will soon be ready to send **your first shipment to our Zalando Warehouses**. In this document you will find a **condensed checklist** that you will need to follow to prepare this shipment. Please follow the steps carefully to avoid delivery rejection or delay of the go-live. The KYC needs be approved before shipping your goods to our warehouses.

As a reminder, make sure to submit your **16 weeks rolling forecast, four weeks ahead of your first delivery** in zDirect.

1 Article listing check (Article onboarding)

Only articles that have been **successfully onboarded** can be shipped to the Zalando warehouses. To identify the articles that are ready to ship, look for the status **Zanos_01** and **Zablo_13** in the **Article listing in your zDirect** account (module: Articles). Whenever an article has a Zalando Article Variant (SKU) and the statuses mentioned above, then it means that the article is ready to be shipped.



2 Articles customs cleared (for deliveries from outside the EU)

Please note that when articles are being shipped to our Zalando inbound warehouses from countries outside the European Union, the **goods need to be custom-cleared** (incoterm DDP) prior to their arrival to our network. It is strictly forbidden to deliver uncleared goods with T1 procedure directly to our warehouses. The ZFS partner and/or his forwarder must discharge the T1 before arriving at Zalando premises.

3 Article labeling and article packaging

Each of your articles need to be packed in single packaging, **boxes** or **polybags** according to our delivery terms. An article **label** needs to be placed on the article itself **and** on the packaging.



You can find a **packaging guide** [here](#) and use this [form](#) to get a confirmation of compliance from Zalando.








You can find a **labeling guide** [here](#) and use this [form](#) to get a confirmation of compliance from Zalando.

Important note: Both packaging and labeling need to be exactly compliant (no exceptions) to be accepted by our warehouse

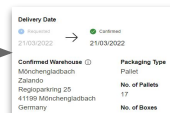
4 Shipping Notice request (in zDirect)

When all the above requirements are fulfilled, you are ready to create the **Shipping Notice request**. Creating the Shipping Notice request enables you to advise us of your planned inbound articles and quantities by requesting for a delivery date and warehouse for your delivery.

You must create a Shipping Notice request at least **five working days prior to the delivery date**, this informs Zalando of:

-  **Articles** and **quantities** you are planning to ship by uploading a CSV file
-  The **delivery type** (palletized, loose load/parcel or hanging goods) and quantities
-  The **carrier** you will be using for the delivery
-  The earliest **delivery date**
-  The preferred **delivery warehouse**

→ Once you submit the request, a **confirmation** will appear.



Shipping notice request has been confirmed!

→ Some requests might not be confirmed immediately, in such cases you will receive **an email** once the delivery is confirmed. You can also check the status directly in zDirect.

Shipping Notice 99XXXXXX

Confirmed delivery date: 28.03.2022

Confirmed warehouse location: Mönchengladbach (MG)

1/2 **Important note:** The confirmed warehouse might differ from your requested location, make sure to submit your **16 weeks rolling forecast, four weeks ahead of your first delivery** in zDirect.

5 Preparation for palletized or transported for palletized and hanging goods deliveries



- For palletized and hanging goods deliveries, it's mandatory to **book a Mercareon time slot** to announce the shipment. As soon as your delivery has been confirmed, your carrier may be able to activate the booking in Mercareon and book a suitable time slot.
- For parcel deliveries no time slot booking is needed, as a parcel delivery counts with a delivery window of +/- 5 days from the confirmed delivered date.
Important note: The Mercareon slots are released for the current week and the next week. Your carrier can book the slot up to midnight the day before the delivery.

6 Preparation of delivery labels

In order to avoid delivery rejections, please make sure your delivery is correctly labelled, please use the templates attached in [this article](#) for the delivery notes, pallet label, parcel label and hanging rails label.

Important note: A missing Shipping Notice ID on the label will result in a rejection.

7 Specification and loading of deliveries

Depending on the delivery you plan to make, each type of deliveries (palletized, loose load or hanging rails) have a set of requirements. To check them in more detail, click on this [link](#).

Important note: If any of the delivery requirements are not met, the delivery will be rejected, no exceptions.

8 Confirm the dispatch (final quantities)

In zDirect, upload the final CSV file of your dispatched items list of the EANs and quantities following the same EAN and Quantity column format **no later than 24 hours prior to the date** to the delivery in the corresponding shipping notice, the status of the shipping notice will show **Final quantities needed**. Confirm the dispatch by clicking on **Confirm quantity** button next to the status.

Additional step for palletized deliveries: update the final quantities, number of boxes and pallets in the Mercareon time slot booking, in case the dispatched quantities changed.



Important note: Not providing the final quantities, or any mismatch between the delivered quantities and the ones stated in the Mercareon booking can lead to a delivery rejection or delays in the receive process.



A If the delivery is accepted



Once your delivery is accepted, the articles will be scanned into stow. In order to check if your articles have been successfully received, you can check the **receive report** that is provided in your zDirect account under the **Fulfillment** module. As soon as the items have been stowed in the registered shelf space, they will be available online.

Important note: The receiving process can take on average **72 hours**.

B If non-processable articles are in inbound



In case articles are being shipped to Zalando warehouses but cannot be received in the usual receive process due to several issues (e.g. not announced, not fully onboarded, affected by defects), they will be transported to the **Quarantine storage** and further processed from there.

C If the delivery is rejected



If your delivery did not meet our ZFS delivery terms, the warehouse will reject your delivery. You will get a notification from ZFS **within 24h** regarding the **delivery rejection** and the reason for it, additionally you will also see if a delivery was rejected in your zDirect Shipping Notice detail. In order to avoid a delivery rejections, please check [this article](#).

D If there is need of rebooking a delivery that was already confirmed



If your delivery did not meet the confirmed delivery date or was rejected, or your carrier cannot make the delivery on the confirmed delivery date, a **rebooking request** has to be submitted with the new requested delivery date as well as warehouse. Once this is submitted, you will get a confirmation.

More information on how to reschedule a shipment can be found in [this article](#).

Your rebooking request has been submitted

Contact us / Questions

There are 2 different ways to get in touch with the correct team, depending on whether you are still in the onboarding phase or if you are already live:

Before go-live:

- For **Onboarding** questions, for example related to article onboarding, reach out directly to your Onboarding Manager or reply to an existing ticket, i.e. case, that was created by Zalando.

- For shipment issues (eg rejection, delay) or other operational issues: write to merchant-care@zeos.eu it will automatically create a case)

After go-live: In ZPU >> click on **Contact Us >> Zalando Fulfillment Solutions** to get support on these topics:

- Stock
- Inbound
- ZFS Inbound
- ZFS Invoice
- ZFS General Information