

Dear Partner,

The following document will serve as a step-by-step guideline to the outbound shipping process, considering the **Outbound Parcel Sorting Center (OPSC)** inbound guidelines.

We encourage you to reach out to us at logisticssolutions@zalando.de if you have any questions or require any additional information about the three delivery methods.

Yours sincerely,
ZSS Team

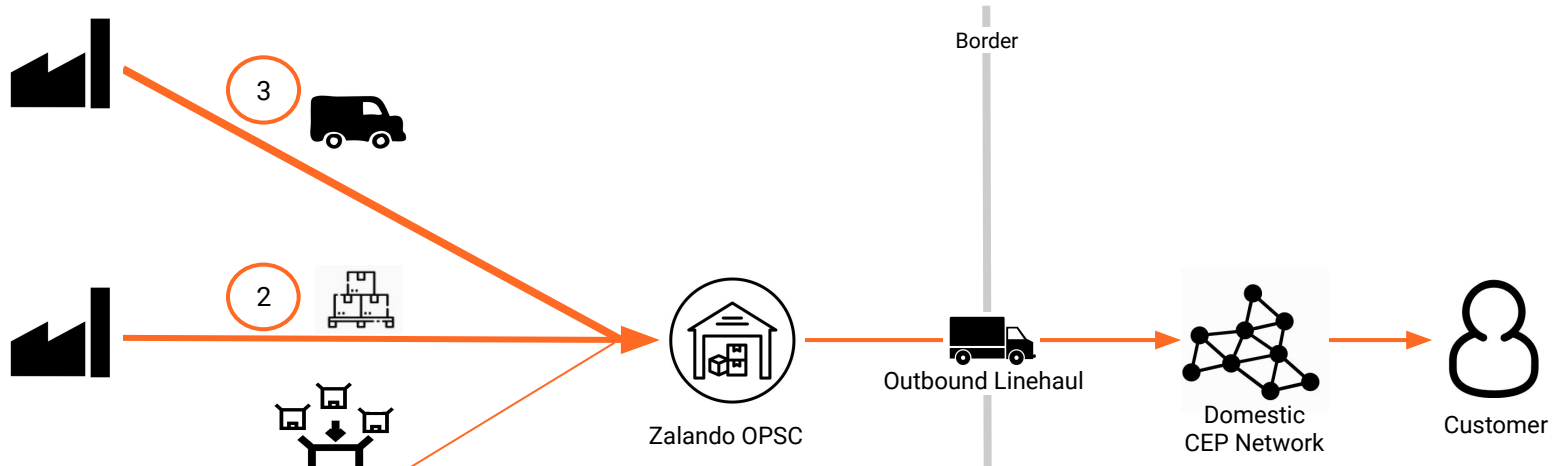




Outline

1. First mile delivery options (i.e. from your warehouse to our OPSC)
2. Preparing customer parcel (baby parcel)
3. Mother parcel
4. Pallet / Linehaul

Injection options from your warehouse to ZSS Hub



Use Case	Minimum Volume*	First Mile Solution from Partner WH into Zalando network
3 - large	~250/day	Dedicated linehaul (e.g. van for 3 to 8 pallets); injection depends mainly on drive time
2 - medium	~70/day	LTL-solution; daily pick-up of 1-10 pallets; next day injection**
1 - small	1/day	Mother parcel solution; daily volume of 1-5 outer parcels; parcel-in-parcel-factor depends on parcel sizes; next day injection**

Use Case 1: Preparing a customer parcel (baby parcel)

1. Request and print an outbound and return label from your Integrator or from the ZSS API

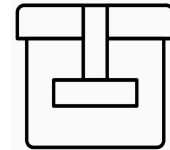
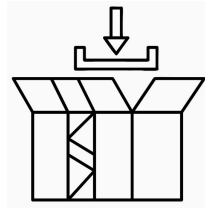
2. Make sure you have everything necessary included in the baby parcel:

- Article
- Delivery documents
- Return label

You can find the respective templates of delivery documents [here](#). Please also make sure you are compliant with [this checklist](#) on ZPU.

3. Place the outbound label generated in step 1 on a flat surface of the baby parcel

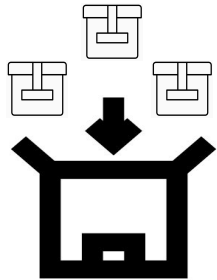
- Ensure the label is placed on flat surface, avoiding corners.
- Only one outbound label should be placed on the parcel, no internal documents/labels containing additional barcodes should be present.



Use Case 1.1: Preparing a Mother parcel



1. Place all baby parcels into the mother parcel(s)

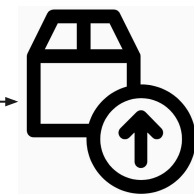


2. Place the following two labels on the mother parcel

First mile shipping label. You will need to choose a carrier to deliver the mother parcel to us and request a shipping label from the chosen carrier. The mother parcel needs to be sent to our Sort Center:

Hermes Germany GmbH Logistik Center Hamburg
Billbrookdeich 167
22113 Hamburg
Germany

ZSS Shipping Notification: In order to save time and minimise the possibility of errors, we provide you with the yellow ZSS Shipping Note (ent to you via email) where the destination details of the Outbound Parcel Sorting Center (OPSC) have already been pre-filled. All that is missing now is for you to fill in the senders details (-address of your warehouse) and the number of baby parcel inside.



3. Your mother parcel is ready to be sent

Use Case 2: Pallet / Linehaul



1. Once you have consolidated ready to ship baby parcels, please put them on the pallet or load them into a linehaul. Then contact your chosen express carrier to organize a pick up.

- Please fill in the Delivery Note provided by an express carrier (sender information, number of parcels)
- In case of international shipments, you will be asked to fill CRM notification
- Please put a ZSS Shipping Notification on a pallet

2. Express carrier will pick up prepared pallets and contact the Outbound Parcel Sorting Center (OPSC) to agree on the delivery time.

3. Express carrier will deliver the baby parcels to the OPSC at agreed time

- The Delivery Note or CRM will be provided to the OPSC by an Express carrier





3-4 weeks

Partner Readiness/
Integration
configuration

2. Configuration

1. Contracts signed

Partner Program
contract
Integrator Contract
ZSS Contract

3. Sandbox test

2-3 days

Partners can create
virtual test labels

3-4 weeks

If needed, Partner
needs to create the
test orders ,retrieves
the labels and fulfils
the orders

Partner fulfils and
ships test orders
according to ZSS
Outbound Shipping
Process

4. Physical Test Order

5. QA check

1 week

QA team provides
feedback on orders
quality
Test Customer sends
test parcels back

7-10 days

Partner confirms the
return test parcels
are received and
processed

Selection of date to
go live

6. Go Live