Welcome to

Fulfilment Solutions

Agenda

zalando**PARTNER**

Your onboarding journey

Our Zalando teams

Good to know before starting

DURING ON-BOARDING		AFTER GO-LIVE	

Sales teams connected network and partner program

E-mail logisticssolutions@zalando.de

E-mail Zalando Fulfilment Solutions: zfs-support@zalando.de

Onboarding team

Contact your Onboarding Manager or reply to an existing ticket sent by us

Key account management teams (for Zalando Fulfilment Solutions and for partner program)

Email: Zalando Fulfilment Solutions: zfs-support@zalando.de

Zalando Fulfilment Solutions partner care and success management teams (Operations)

Use the Support form in ZPU to open a ticket

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What steps will go through during your Zalando Fulfilment Solutions onboarding?

First discussions

Our Zalando Sales teams will give you an introduction to our processes and requirements.

After the contract signature, your Sales Manager will continue to support with your commercial and operational questions until your go-live.

Contract signature

We will collect all the information necessary via our Onboarding requirements checklist

- Legal requirements

- Important information to enable the next onboarding steps.

Data collection completed

Our Onboarding managers will support you through the following stages:

- Access

- Master Data

- Mapping

- Article Onboarding

- Final Revision

Onboarding completed

While you continue to progress on the Article Onboarding, you will be able to prepare your first shipment to our Warehouses.

You will need to submit your Forecast and create a Shipping Notice via the zDirect tool.

First shipment successful

Once you have the necessary stock in our Warehouses, you will inform with your Onboarding Manager when you wish to go live on the Zalando Sales channels.

Go Live!

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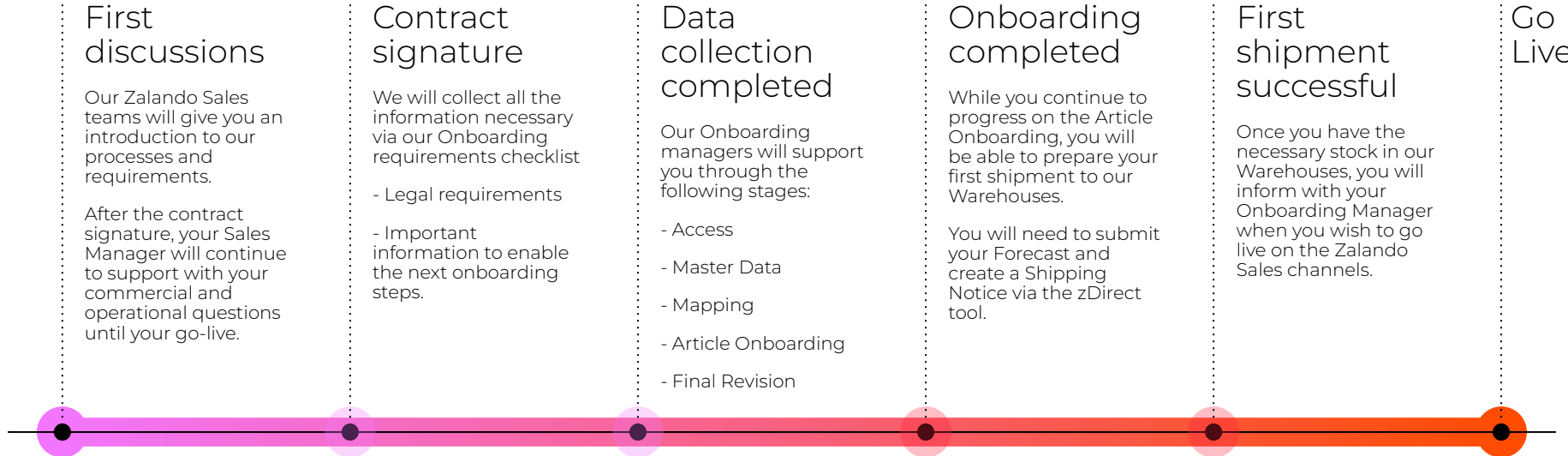
From contract signature to collection of data

During this stage your Onboarding Manager will reach out to you and request the following information:

01 Silhouettes

02 Brand Logo

03 Seasons

In the meantime make sure to invite your technical partner on zDirect and fill out the Country and Company profiles as well as to submit your Size Charts in the respective module

These steps are mandatory and need to be completed before starting the Technical integration.
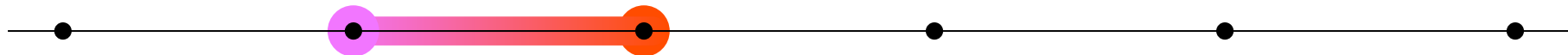
From first discussions to contract signature

Both contracts

01 Zalando Partner Program Partner agreement, related to the Zalando Online Shops and

02 Connected Network Contract, related to the Zalando Fulfilment Solutions Services Level Agreement,

must be signed in order for the Technical integration to start.

Partner Agreement

between [name of company], [address of company] (hereinafter called "**PARTNER**") and **Zalando SE**, Valeska-Gert-Strasse 5, 10243 Berlin, Germany (hereinafter called "**ZALANDO**"), and Zalando Payments GmbH, Mühlenstr. 13-19, 10243 Berlin (hereinafter called "**PAYMENTS**") all together referred to as "**the Parties**".

Preamble

ZALANDO operates various ZALANDO Online Shops (as defined in the Definitions Section below) where ZALANDO directly sells goods to Customers (as defined in the Definitions Section) and also enables third parties, including PARTNER, to sell Partner Articles (as defined in the Definitions Section) via the ZALANDO Online Shops directly to Customers. Each such sales contract is concluded between PARTNER and the respective Customer and ZALANDO will not become a party to the sales contract. However, all sales contracts concluded via a ZALANDO Online Shop are subject to the ZALANDO Terms and Conditions (as defined in the Definitions Section) which govern the use of the ZALANDO Online Shops and contain inter alia rules on the contract conclusion process and return right for the Customer. After a successful contract conclusion on a ZALANDO Online Shop, PARTNER will provide the purchased Partner Article to Customer and in case of a Return also take back returned products (unless PARTNER makes use of the ZFS, ZRS or ZSS services offered by ZALANDO under separate agreement). All Customer Receivables (as defined in

✉ Partner Program Sales team (Zalando Online Shops)

● zalando

Service Contract
Zalando Fulfillment Solutions (ZFS)

between **XXX**

- hereinafter referred to as "Client" -

and **Zalando SE,** Valeska-Gert-Strasse 5, 10243 Berlin, Germany

- hereinafter referred to as "Contractor" -

individually referred to as "Party" and collectively as "Parties".

Preamble
The Contractor renders logistics services (warehouse logistics, line haul and Courier, Express, Parcel (CEP) services), referred to as Zalando Fulfillment Solutions (ZFS), and the Client would like to commission the Contractor with effecting such services. Therefore, the Parties agree as follows.

§ 1   Subject matter of the contract
The Client commissions the Contractor to provide the following logistics services with regard to the products of the Client handed over to the Contractor ("Goods"):

1. Warehouse logistics: Inbound, Outbound and Returns Handling,
2. Line haul: Transportation of the Goods between warehouses of the Contractor and the CEP service providers and
3. CEP services: Transportation, delivery and returns of Goods to and from end consumers.

✉ Connected Network Sales team (Zalando Fulfilment Solutions)

From data collection to completed integration

In the Onboarding process you connect technically with Zalando, allowing you to create articles, set prices, provide stock amounts, and manage your orders. The type of integration is chosen at the commercial agreement stage.

✉ Onboarding team

Contact your Onboarding Manager or reply to an existing ticket sent by us

01	Access
02	Master data
03	Mapping
04	Article onboarding
05	Final configuration

# From completed integration until first shipment

Once you have completed with the integration and you have familiarized with the Zalando Fulfilment Solutions processes and the Delivery terms, and you have started to onboard your articles, please start submitting your forecast on a weekly basis, which will help Zalando to plan the warehouse operations.

When the article onboarding has been successful, you will start preparing for your first shipment to the Zalando Warehouses. This shipment must be compliant with the Zalando Fulfilment Solutions Delivery terms in order to be accepted by the Warehouses.

In ZPU, you can download a detailed guide called "Get ready to ship" which is essential for a successful delivery.

✉ Onboarding and
    Operations Teams

| 01 | ASO check (Article onboarding) |
02	Articles Customs cleared
03	Article labeling and article packaging
04	Shipping Notice Request (in zDirect)
05	Preparation for the transport
06	Preparation of delivery labels
07	Specification and loading of deliveries
08	Confirm the dispatch (final quantities)
09	Delivery to Zalando Warehouse
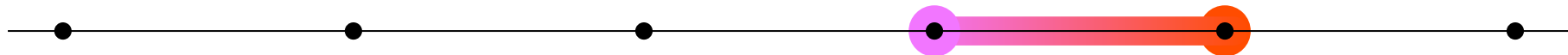
Go live!

Once you have reached the necessary stock in our Warehouses, you will inform with your onboarding manager when you wish to go live on the Zalando Sales Countries/Channels.

The Onboarding team will do a final check of the main requirements and will enable the go-live. Your articles will then be visible to Customers on the Sales Channel(s).

Once you are live, you can always choose to expand on additional International Markets by requesting an Internationalisation.
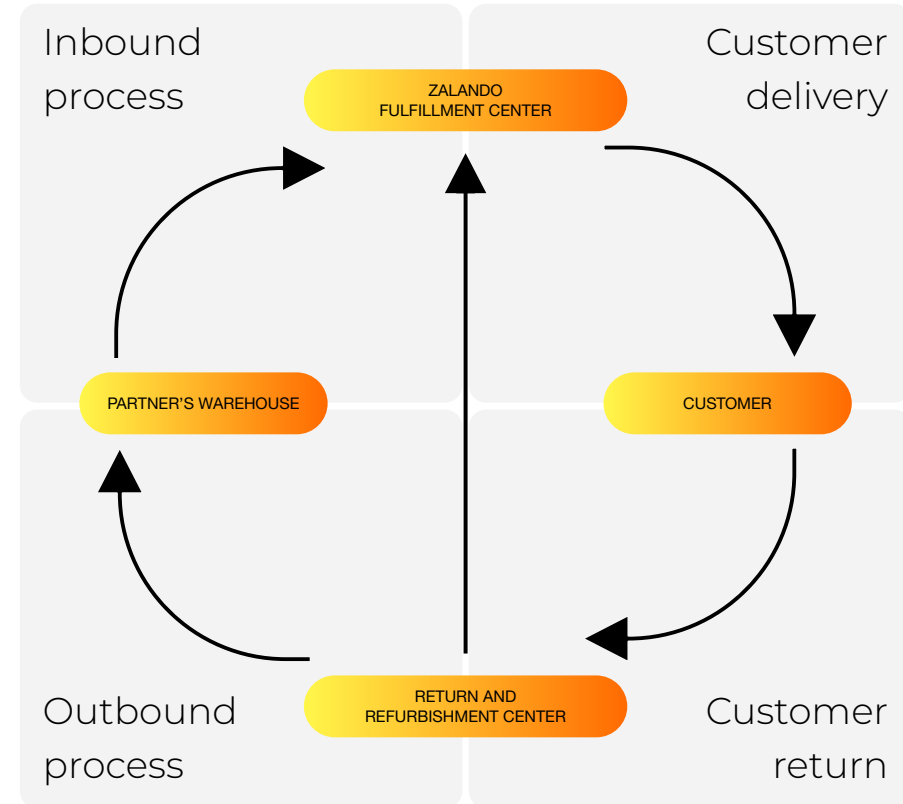
✉ Onboarding team
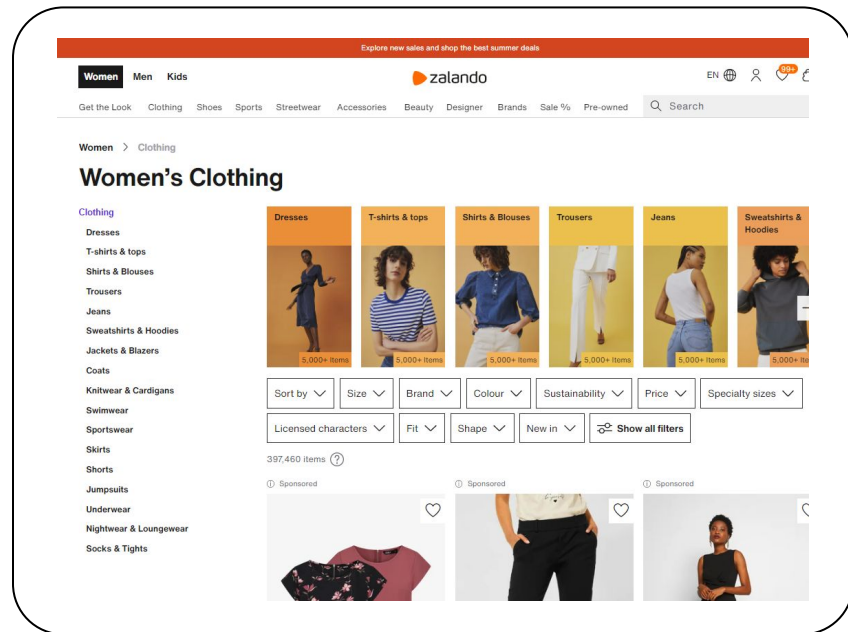
Processes overview

Overview of ZFS Processes

In the following slides we will introduce the main Zalando Fulfilment Solutions processes, this will help you as a partner to understand which are the core steps that your articles will go through with the Zalando Fulfilment Solutions model.

Inbound process

Customer delivery

ZALANDO FULFILLMENT CENTER

PARTNER'S WAREHOUSE

CUSTOMER

Outbound process

RETURN AND REFURBISHMENT CENTER

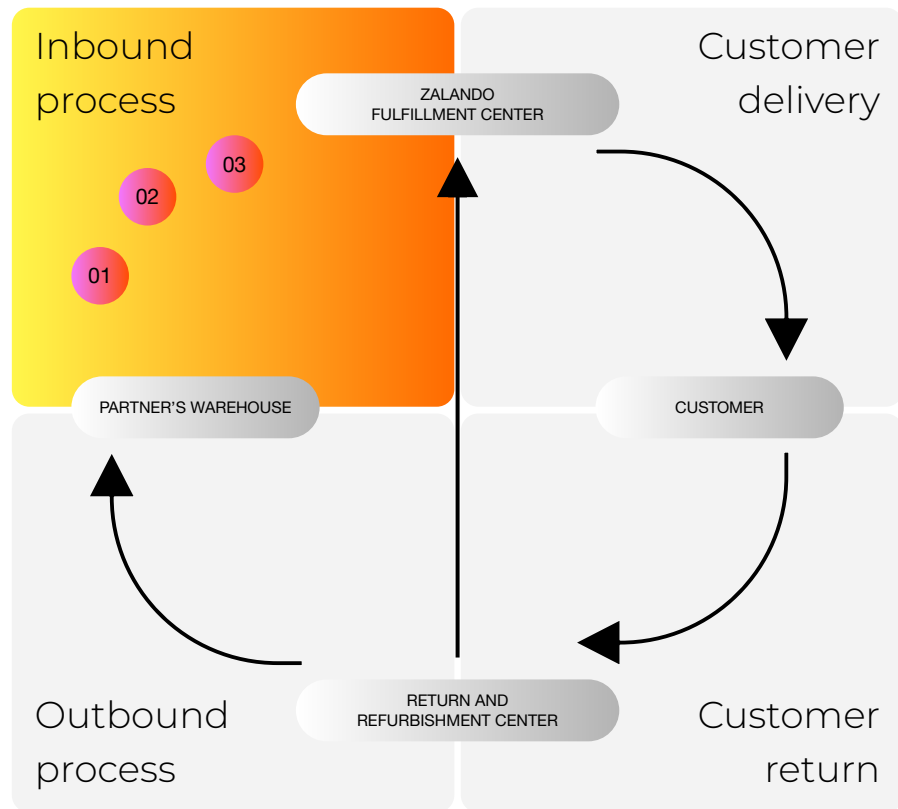Customer return

Inbound process

01 SHIPPING NOTICE

• In the zDirect tool, you will create a Shipping Notice request at least 5 working days prior to the delivery date. This will advise Zalando of your planned inbound articles.
• After the submission, you will get confirmation of the warehouse and the date.
• You will prepare the transport of the onboarded goods and confirm the final quantities no later than 24 hours prior to the date.

02 DISPATCH

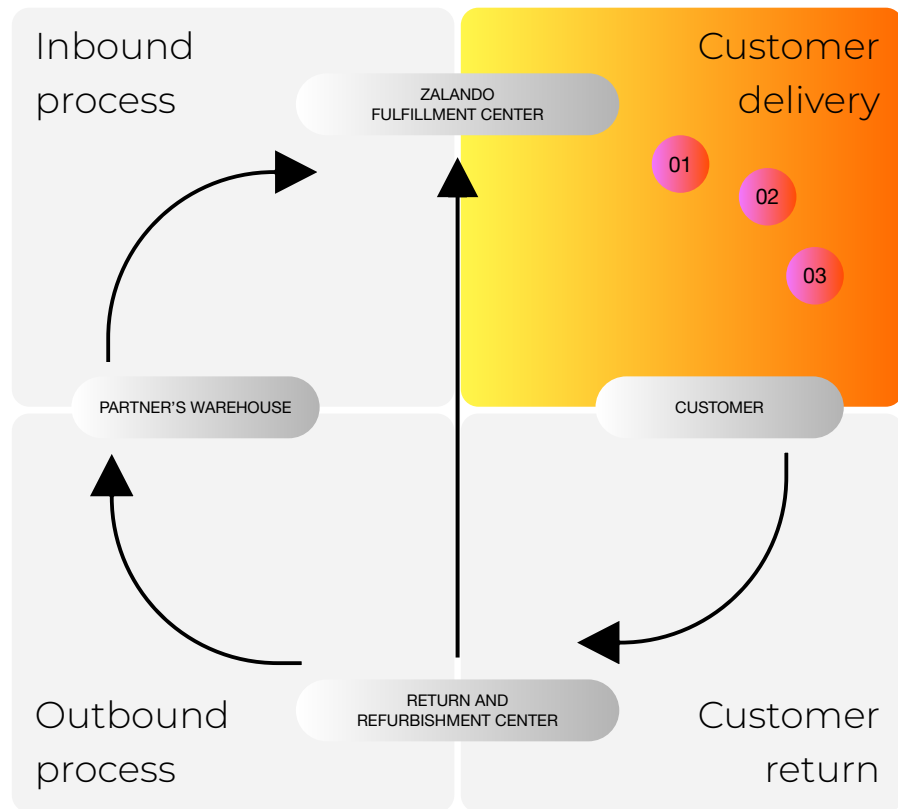• Goods are shipped by your carrier to our warehouse

03 RECEPTION

• Warehouse will accept the shipment by checking the delivery note attached to the shipment.
• Pallets/Parcels will be unloaded
• Good will be inspected according to Zalando's Quality Standards.
• The warehouse scans each individual item. Each item is labelled with a unique identifier (Quality Label).
• The warehouse scans each individual item. Each item is labelled with a unique identifier (Quality Label).
• Once received, the items will be stowed in a shelf. The article will be visible in the Receive report
• If some articles are non-processable, they will temporarily be stored in the Quarantine Storage until they go through VAS or be returned to you

Inbound process

ZALANDO FULFILLMENT CENTER

03

02

01

Customer delivery

PARTNER'S WAREHOUSE

CUSTOMER

Outbound process

RETURN AND REFURBISHMENT CENTER

Customer return

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Customer delivery

01 CUSTOMER ORDER

• Customer orders one or several items on the Zalando website

02 PICK AND PACK

• The warehouse picks the articles in the stowing area and prepares the customer order fulfilment.

03 SHIPMENT

• Our Warehouses bundle all articles in one box and ship them to your customer. Customer receives their full multi-brand order in one box.

Inbound process

Customer delivery

ZALANDO FULFILLMENT CENTER

01

02

03

PARTNER'S WAREHOUSE

CUSTOMER

Outbound process

RETURN AND REFURBISHMENT CENTER

Customer return
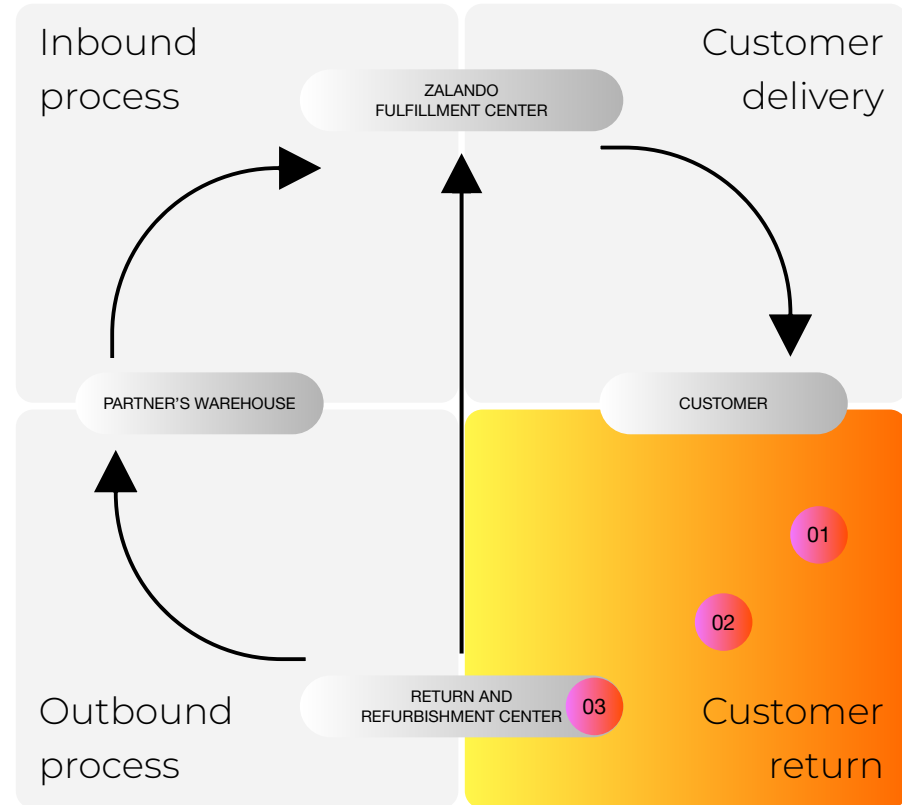
Customer return

01 RETURN
- Customer decides to return one or several items from his order.

02 RECEPTION
- The Returned box is received in our Return and refurbishment centers.

03 QUALITY CHECK
- Goods are inspected according to Zalando's Quality Standards. The goods are then categorized between A-Goods (good quality) and Defects goods. Goods are repackaged or relabeled if necessary.

Inbound process

Customer delivery

ZALANDO FULFILLMENT CENTER

PARTNER'S WAREHOUSE

CUSTOMER

Outbound process

RETURN AND REFURBISHMENT CENTER   03

Customer return

01
02

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Outbound process

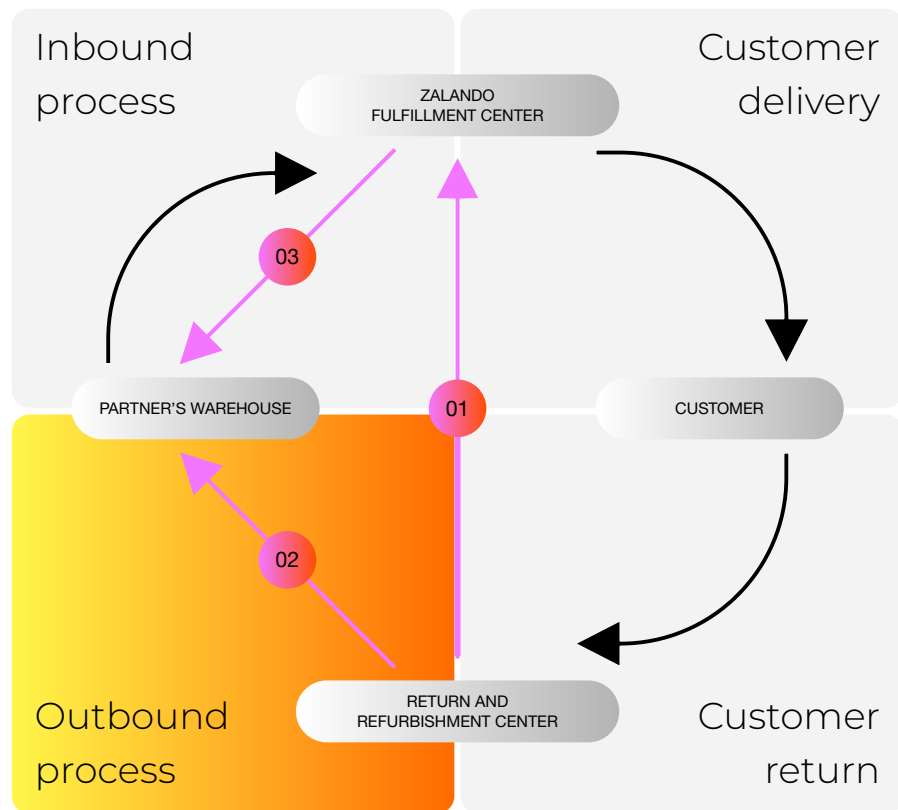## A-GOODS & REFURBISHED GOODS

• A-goods are returned to the Zalando Stock and become offerable again on the Sales Channels, ready to be purchased by customers.

02 ## DEFECT GOODS RETURN

• Defective goods are continuously collected and will be shipped back to the partner on a regular basis as soon as the shipping unit is full.

03 ## RETURN TO MERCHANT

• Partners can also submit return requests in order to get stock back from the Zalando warehouses. This is a planned outbound, which needs to be forecasted in advance by the partner.

Inbound process

Customer delivery

ZALANDO FULFILLMENT CENTER

PARTNER'S WAREHOUSE

CUSTOMER

Outbound process

RETURN AND REFURBISHMENT CENTER

Customer return

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Useful information

Important to start with Zalando Fulfilment Solutions

Zalando Fulfilment Solutions delivery items

Download our Zalando Fulfilment Solutions Delivery terms. If you have questions related to the general requirements, reach out to your Sales Manager. If you have questions about operations please go to create a request and indicate what your question is about to ensure it is forwarded to the relevant expert. Here you can find an overview of all the support requests you can submit using the contact form on the ZPU.

Labeling

It is essential that your articles are correctly labeled in order to be processed by Zalando. The labels need to be placed on the article itself AND on the packaging.

You can download the labeling guide HERE (at the end of the article), and can use this FORM to get a confirmation of compliance from our Operations team.

Packaging

It is necessary that your articles are correctly packaged to be processed.

You can download the packaging guide HERE (at the end of the article), and can use this FORM to get a confirmation of compliance from our Operations team.

Legal requirements

By 2025, we commit to offer a truly diverse assortment for underrepresented groups by providing product choices and thoughtful experiences in every category across price, size and style.

We will be a collaboration point in fashion, bringing together brands, retailers, NGOs, academia, community thought-leaders, and members of the media to empower and amplify underrepresented voices in the industry.

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How to navigate with Zalando Partner University
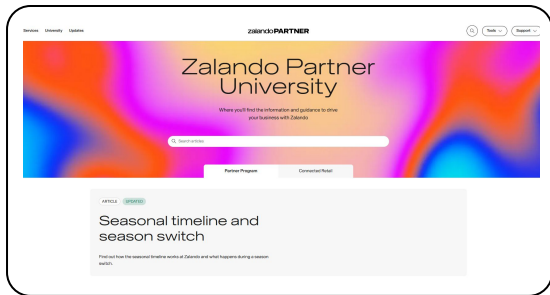
Zalando Partner University

Learn to navigate and find information on our [Zalando Partner University](#) (also called ZPU). It contains multiple articles which can help you understand our processes and tools. You will gain full access to ZPU once both contracts are signed.

 The easiest way to navigate is to use the Search function on the top right of ZPU to find the articles which will support you

Here are a few links which are useful when starting with Zalando Fulfilment Solutions:

01 [Article Labeling and Packaging](#)
- Guides and self-check forms on labeling and article packaging compliance

02 [EPR Germany](#) (Extended Producer Responsibility)
- Information on Primary and Secondary packaging compliance in Germany

03 [EPR France](#) (Extended Producer Responsibility)
- Information on Primary and Secondary packaging compliance in France

04 [Quality Assurance Manual](#)
- Product safety and product quality requirements

05 [Article onboarding](#)
- Introduction to Article onboarding (last step of the Onboarding)

06 [zDirect Account set-up](#)
- How do I complete Account Setup in zDirect?

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Communicate with us

How to communicate with us

KEYWORDS

- Contracts
- Markets
- General requirements
- Commercial discussions
- Integration type

KEYWORDS
- KYC
- Account configuration
- Article Onboarding
- Brand Logo
- Carrier configuration
- Checklist completion
- Connection to third-party Integrator
- Delivery documents
- Delivery test
- EPR
- Go-live
- Master Data/ Classification
- Request Brand Code
- Silhouettes
- Size charts
- zDirect account
- zDirect API requirements>

KEYWORDS

- Zalando Fulfilment Solutions Operational questions
- Labeling and Packaging
- Forecast
- Shipping Notice Request
- Receive Report
- Quarantine Storage
- Invoices

Email: logisticssolutions@zalando.de

Contact your Onboarding Manager or reply to an existing ticket sent by us

Before Shipping Notice creation email: zfs-support@zalando.de

After Shipping Notice Creation: Use the ZPU form

All teams will attempt to respond to you as quickly as possible, and target to respond in 1 business day, however some tasks may take longer.

Please keep in mind that ZPU will be your primary communication tool after go-live. Once you are live, all day-to-day processes will be covered in the ZPU Support section to allow you to raise your request(s) to the correct team(s), emails will not be our primary communication format.

Please note that after Go-Live your stakeholders and format of communication will change.For example, after go-live you will able to communicate with the Zalando Fulfilment Solutions Operations and Key Account Management teams only via cases created via ZPU.

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Thank you