Welcome to Zalando Fulfillment Solutions (ZFS)

zalando

WELCOME

YOUR ZFS ONBOARDING JOURNEY

1

OVERVIEW OF THE ZFS PROCESSES

2

USEFUL INFORMATION

3

COMMUNICATE WITH US

4

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GOOD TO KNOW BEFORE STARTING: OUR ZALANDO TEAMS

DURING ONBOARDING

**SALES TEAMS
CONNECTED NETWORK
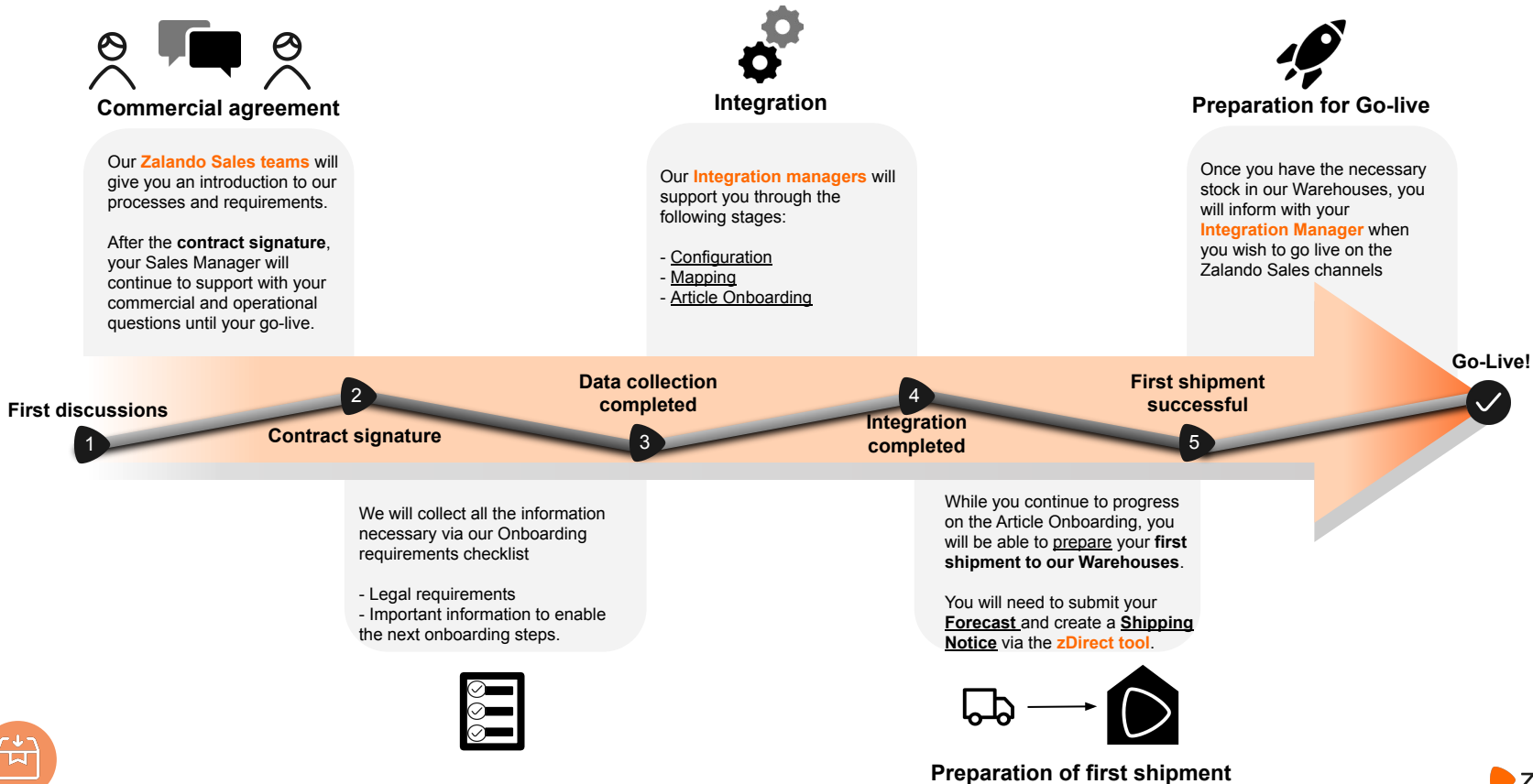AND PARTNER PROGRAM**

**INTEGRATION
TEAM**

AFTER GO-LIVE

**KEY ACCOUNT MANAGEMENT
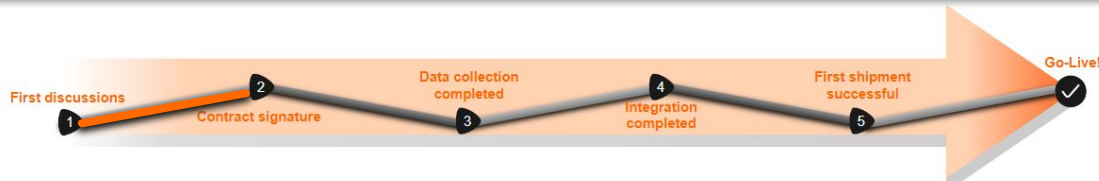TEAMS (FOR ZFS AND FOR PARTNER
PROGRAM)**

**ZFS PARTNER CARE AND SUCCESS
MANAGEMENT TEAMS
(OPERATIONS)**

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WHAT STEPS WILL GO THROUGH DURING YOUR ZFS ONBOARDING ?

Commercial agreement

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.

Integration

Our **Integration managers** will support you through the following stages:

- Configuration
- Mapping
- Article Onboarding

Preparation for Go-live

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

First discussions

1

Contract signature

2

Data collection completed

3

Integration completed

4

First shipment successful

5

Go-Live!

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

- Legal requirements
- Important information to enable the next onboarding steps.

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

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

Preparation of first shipment

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Both Contracts:

(1) Zalando Partner Program Partner agreement, related to the Zalando Online Shops and
(2) Connected Network Contract, related to the ZFS Services Level Agreement,

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

However please note that you can already start the Partner Readiness (requirements collection) before the contracts are finalized.
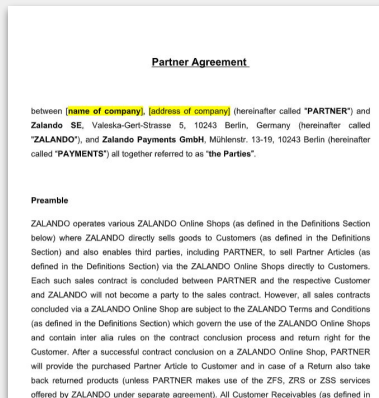
Partner Program Sales team
(Zalando Online Shops)
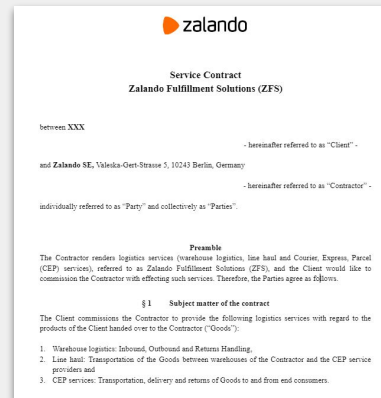
Connected Network Sales team
(Zalando Fulfilment Solutions)

Reach out to us to know more about the ZFS Contract

ONBOARDING REQUIREMENTS COLLECTION

During this stage, the following information will be collected and approved:

- ❏ Contract signatures
- ❏ Logistics integration
- ❏ Brand logo
- ❏ Image Validation
- ❏ Size chart mapping
- ❏ Connecting brand to integrator or to zDirect API
- ❏ KYC check
- ❏ Invoice Creation
- ❏ VAT Registration
- ❏ EPR registration

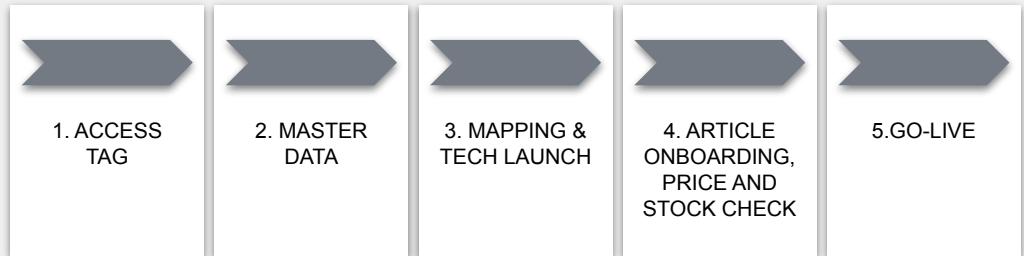This step is mandatory and needs to be completed before starting the Technical integration.

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TECHNICAL INTEGRATION

First discussions

2

Contract signature

Data collection completed

3

Integration completed

4

First shipment successful

5

Go-Live!

1

In the Integration 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.

1. ACCESS TAG

2. MASTER DATA

3. MAPPING & TECH LAUNCH

4. ARTICLE ONBOARDING, PRICE AND STOCK CHECK

5.GO-LIVE

Integration team

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FIRST SHIPMENT

First discussions
Contract signature
Data collection completed
Integration completed
First shipment successful
Go-Live!

Once you have familiarized with the ZFS 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 ZFS 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.

1	ASO check (Article onboarding)
2	Articles Customs cleared
3	Article labeling and article packaging
4	Shipping Notice Request (in zDirect)

5	Preparation for the transport
6	Preparation of delivery labels
7	Specification and loading of deliveries
8	Confirm the dispatch (final quantities)
9	Delivery to Zalando Warehouse

Integration and Operations Teams

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GO-LIVE

First discussions

1

2 Contract signature

Data collection completed

3

4 Integration completed
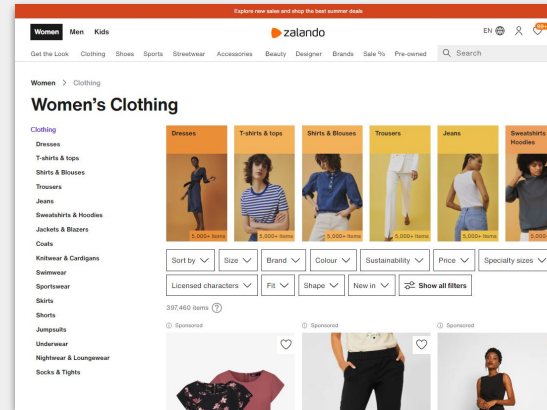
5 First shipment successful

Go-Live!

Once you have reached the necessary stock in our Warehouses, you will inform with your Integration Manager when you wish to go live on the Zalando Sales Channel(s).
The Integration 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 Internationalization.

After Go-Live your stakeholders will change: our ZFS Partner Care will handle your commercial and operations queries. See more in the Communication section.

Integration Team

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OVERVIEW OF ZFS PROCESSES

INBOUND PROCESS

CUSTOMER DELIVERY

ZALANDO FULFILLMENT CENTER

PARTNER'S WAREHOUSE

CUSTOMER

RETURN AND REFURBISHMENT CENTER
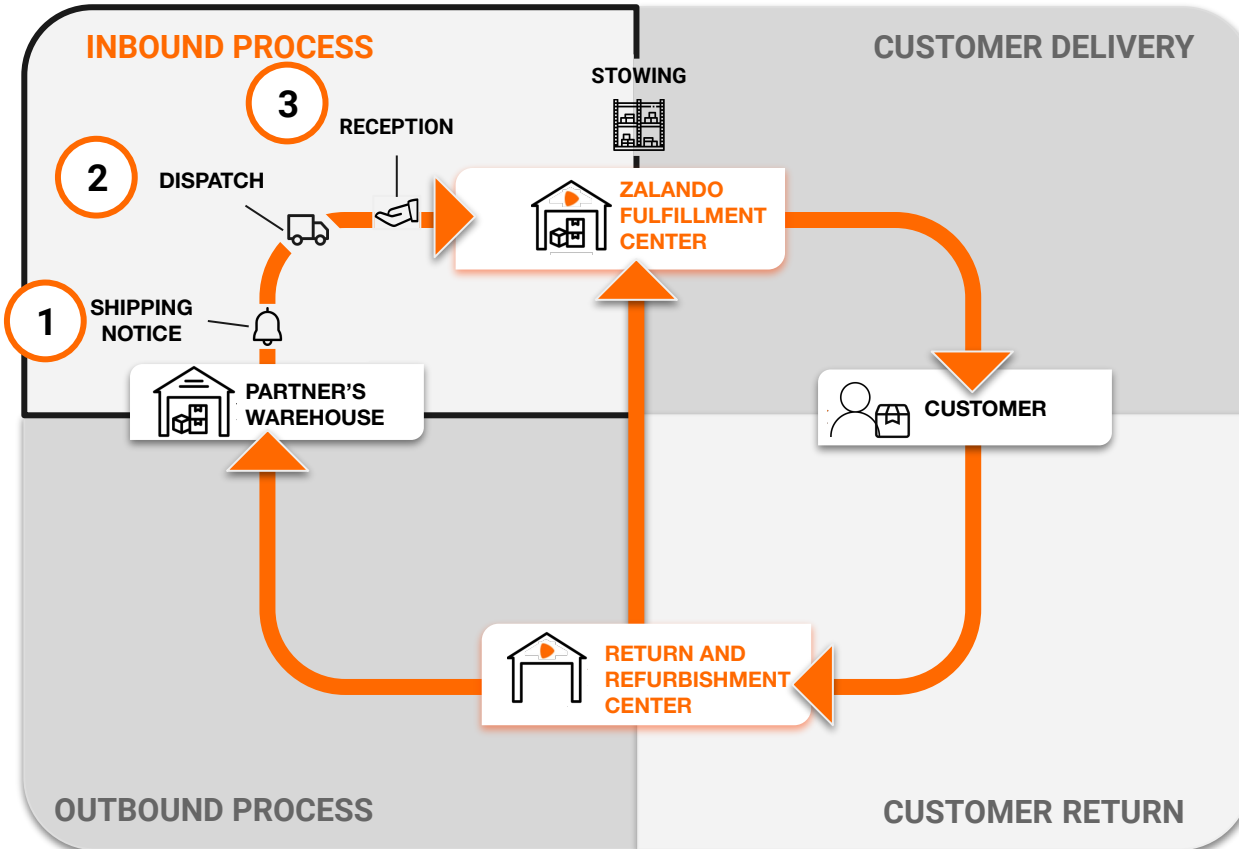
OUTBOUND PROCESS

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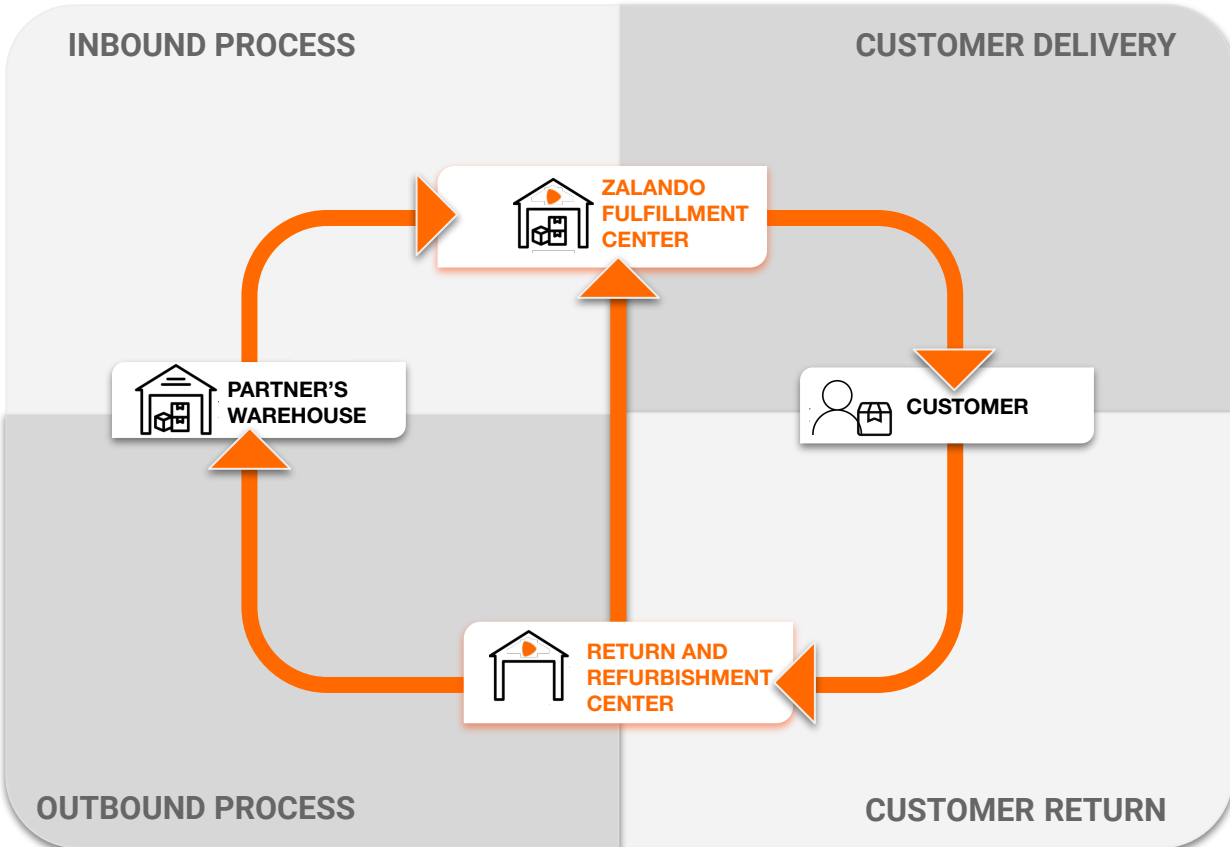
In the following slides we will introduce the **main ZFS processes**, this will help you as a partner to understand which are the core steps that your articles will go through with the ZFS model.

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INBOUND PROCESS

INBOUND PROCESS

CUSTOMER DELIVERY

STOWING

3

RECEPTION

2

DISPATCH

ZALANDO
FULFILLMENT
CENTER

1 SHIPPING
NOTICE

PARTNER'S
WAREHOUSE

CUSTOMER

RETURN AND
REFURBISHMENT
CENTER

OUTBOUND PROCESS

CUSTOMER RETURN

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(1) **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.

(2) **DISPATCH**

→ Goods are **shipped by your carrier to our warehouse**
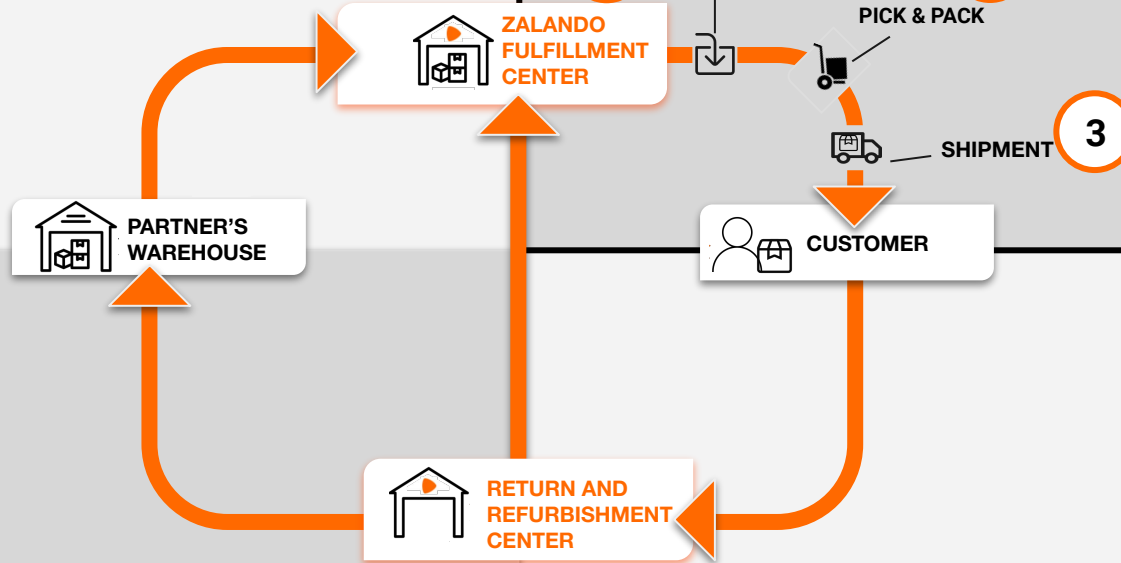
(3) **INBOUND RECEPTION**

→ 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

CUSTOMER DELIVERY

INBOUND PROCESS

CUSTOMER DELIVERY

1 CUSTOMER ORDER

2

PICK & PACK

ZALANDO FULFILLMENT CENTER

3 SHIPMENT

PARTNER'S WAREHOUSE

CUSTOMER

RETURN AND REFURBISHMENT CENTER

OUTBOUND PROCESS

CUSTOMER RETURN

(1) **CUSTOMER ORDER**
→ Customer orders one or several items on the Zalando website

(2) **PICK AND PACK**
→ The warehouse picks the articles in the stowing area and prepares the customer order fulfilment.

(3) **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.
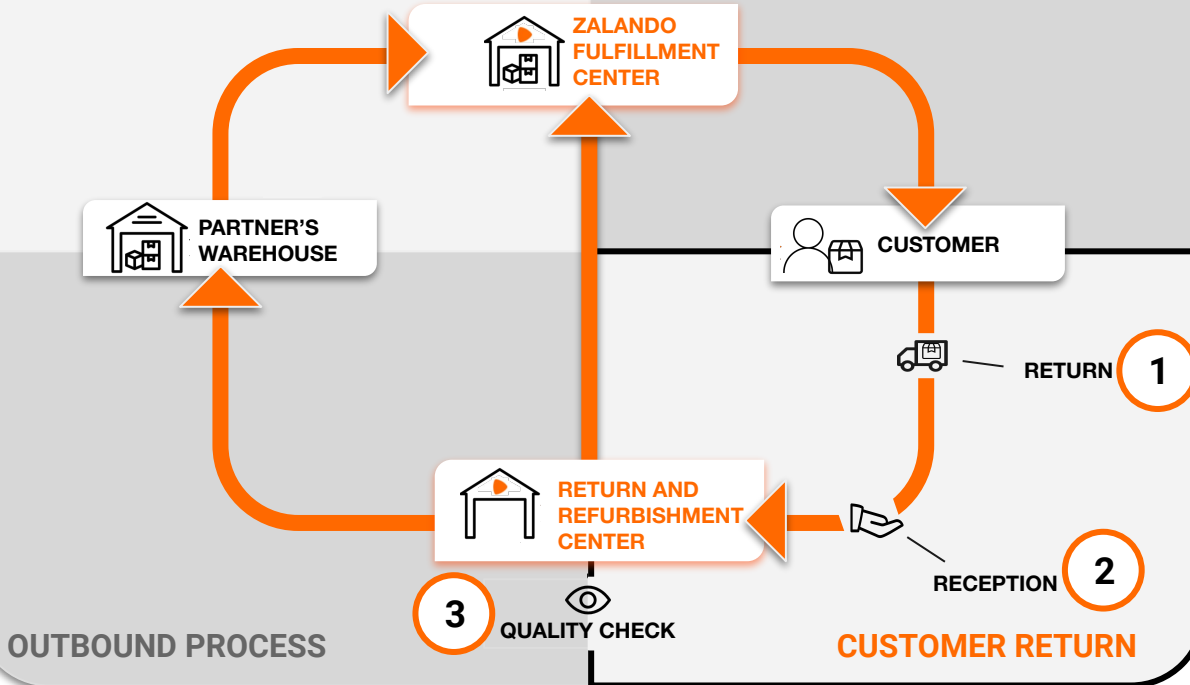
CUSTOMER RETURN

INBOUND PROCESS

CUSTOMER DELIVERY

ZALANDO FULFILLMENT CENTER

PARTNER'S WAREHOUSE

CUSTOMER

RETURN 1

RETURN AND REFURBISHMENT CENTER

RECEPTION 2

3 **QUALITY CHECK**

OUTBOUND PROCESS

CUSTOMER RETURN

(1) **RETURN**
→ Customer decides to return one or several items from his order.

(2) **RECEPTION**
→ The Returned box is received in our Return and refurbishment centers.
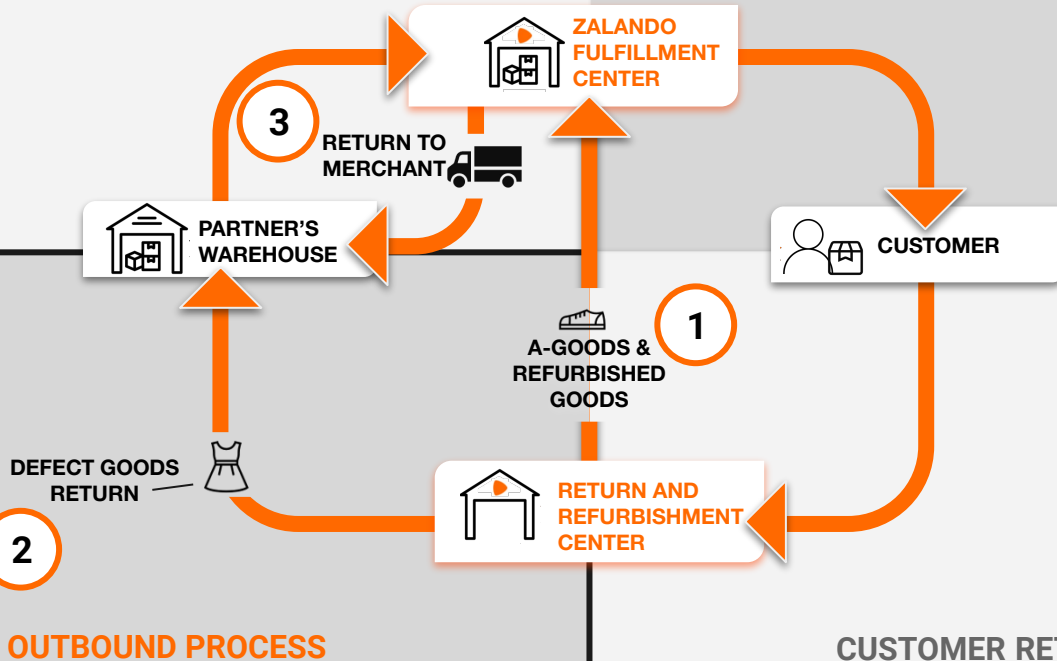
(3) **QUALITY CHECK**
→ Goods are inspected according to Zalando's Quality Standards. The goods are then categorized between A-Goods (good quality) and Defects goods. Goods are repackaged or relabeled if necessary.

OUTBOUND PROCESS

INBOUND PROCESS

CUSTOMER DELIVERY

ZALANDO FULFILLMENT CENTER

3 RETURN TO MERCHANT

PARTNER'S WAREHOUSE

CUSTOMER

1 A-GOODS & REFURBISHED GOODS

DEFECT GOODS RETURN

2

RETURN AND REFURBISHMENT CENTER

OUTBOUND PROCESS

CUSTOMER RETURN

(1) **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.

(2) **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.

(3) **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-

IMPORTANT LINKS TO START WITH ZFS
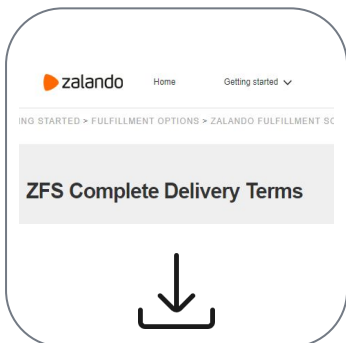
ZFS Delivery terms

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 create a ticket by writing to zfs-support@zalando.de

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

A list of legal requirements will be shared by your Sales Manager and will be collected by the Partner readiness team.
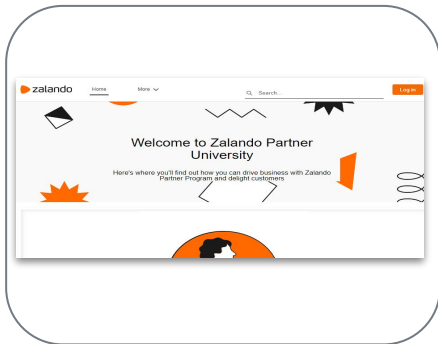
Prioritize the following:
a. **Know Your Customer (KYC)**
b. **VAT identification number**
c. Extended Producer Responsibility (EPR)

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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 ZFS:

Article Labeling and Packaging	Guides and self-check forms on labeling and article packaging compliance
EPR Germany (Extended Producer Responsibility)	Information on Primary and Secondary packaging compliance in Germany
EPR France (Extended Producer Responsibility)	Information on Primary and Secondary packaging compliance in France
Quality Assurance Manual	Product safety and product quality requirement
Article onboarding	Introduction to Article onboarding (last step of the Integration)
zDirect Account set-up	How do I complete Account Setup in zDirect?

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Sales team

Key words:
- Contracts
- Markets
- General requirements
- Commercial discussions
- Integration type

Email: logisticssolutions@zalando.de

A Sales manager will answer to you via email in a timely manner.

Integration

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

Create a case for the team

(1) Go to ZPU
(2) On the top left, click on "Contact us"
(3) Select a Request type.

This will create a **case** for the Integration team.

ZFS Operations

Key words:
- ZFS Operational questions
- Labeling and Packaging
- Forecast
- Shipping Notice Request
- Receive Report
- Quarantine Storage

Email: zfs-support@zalando.de

This will automatically create a **case** for the Operations team. They will answer to you in a timely manner (Average time is 24h)

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 both before **and** after go-live. Once you are live, all day-to-day processes will be covered in the ZPU Contact us section to allow you to raise your request(s) to the correct team(s), emails will not be our primary communication format.

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