Billing + Payment	Level	Contact	Phone	Email Address
Accounts Payable USA - If your Company Name begins with:	#, A, C, D, G, I, J	Heather Tolomeo	Please Email	Merchgroup1@urbn.com
Accounts Payable USA - If your Company Name begins with:	B, E, K, P, U, W, Z	Meredith Sullivan	Please Email	Merchgroup2@urbn.com
Accounts Payable USA - If your Company Name begins with:	F,H,M,Q,V,Y	Daesy Widura	Please Email	Merchgroup3@urbn.com
Accounts Payable USA - If your Company Name begins with:	L,N,O,R,S,T, X	Carrie Holland	Please Email	Merchgroup4@urbn.com
Accounts Payable USA- Letter of Credit	Primary	Foreign Accounts Payable	Please Email	LOC@urbn.com
Accounts Payable USA- Wire Payment	Primary	Accounts Payable Department	215-454-7162	Nheckstall@urbn.com
Banking Updates	Primary	Accounts Payable Department	Please Email	APportal@urbn.com
Resale Tax Certificate Requests	Primary	Sales Tax Department	Please Email	Salestax@urbanout.com
Shortage Disputes (CR-99 Deductions)	Primary	Buyer	Contact Buyer	
Price Error Deductions	Primary	Buyer	Contact Buyer	
DC Chargebacks Questions & Disputes	Primary	US Chargeback Compliance	Please Email	URBNChargebacks.US@urbn.com
Purchase Order	**Level**	**Contact**	**Phone**	**Email Address**
Purchase Order Issues/Updates	Primary	Buyer	See Purchase Order	
Production Information Requirements	Primary	Production Contact	See Purchase Order	
Sample and T.O.P. Requirements	Primary	Buyer/Production Contact	See Purchase Order	
Technical Pack Questions	Primary	Production Contact	See Tech Pack	
UK/EU Purchase Order Questions	Primary	EU Vendor Website		Visit the EU Vendor Website
Ticketing + Packaging	**Level**	**Contact**	**Phone**	**Email Address**
Carton Packing & Marking	Primary	Sr. Vendor Relations Coordinator	215-454-4116	Dgarcia@urbn.com
Carton Packing & Marking	Secondary	Sr. Vendor Relations Coordinator	215-454-5328	Jbaron@urbn.com
Checknet Systems	Primary	Customer Service	800-257-5540 Ext: 2439	UrbanHelpDesk@checkpt.com
Checknet Systems	Secondary	Customer Operations Manager	+(1) 937-760-0333	Bobette.jerome@checkpt.com
Checknet Credit Department	Primary	AR Department	856-384-2482	Ardept@checkpt.com
Checknet Credit Department	Secondary	Credit Manager	856-384-2367	Stacey.Clemento@checkpt.com
FineLine (FastTrak)	Primary	Customer Service Helpline	1-800-500-8687	Support@finelinetech.com
FineLine (FastTrak)	Secondary	Customer Service Helpline _ USA	1-800-500-8687 Ext. 3409	Pkumar@finelinetech.co.in
Pre-Ticketing Procedures & Placement	Primary	Sr. Vendor Relations Coordinator	215-454-4116	Dgarcia@urbn.com
Pre-Ticketing Procedures & Placement	Secondary	Assoc. Manager of Vendor Relations	215-454-4654	Kbastin@urbn.com
Merit Press - Security Cards	Primary	Merit Press	856-467-8187	
Missing Tickets & Labels	Primary	Sr. Vendor Relations Coordinator	215-454-4116	Dgarcia@urbn.com
Tradestone	**Level**	**Contact**	**Phone**	**Email Address**
Tradestone Registration	Primary	Sr. Vendor Relations Coordinator	215-454-5328	Jbaron@urbn.com
Tradestone Login Questions	Primary	Sr. Vendor Relations Coordinator	215-454-5328	Jbaron@urbn.com
Tradestone Vendor Profile Updates	Primary	Tradestone Training		See Profile Update Instructions
Tradestone Packing List + Invoice	Primary	Sr. Vendor Relations Coordinator	215-454-5328	Jbaron@urbn.com
Tradestone Packing List + Invoice	Secondary	Assoc. Manager of Vendor Relations	215-454-4654	Kbastin@urbn.com
EDI Inquiries	Primary	Sr. Manager of Vendor Relations	215-454-3723	Bhebert@urbn.com
EDI Inquiries	Secondary	Sr. Vendor Relations Coordinator	215-454-5328	Jbaron@urbn.com
Regulatory + Social	**Level**	**Contact**	**Phone**	**Email Address**
Consumer Product Safety	Primary	Director of Regulatory & Social Compliance	215-454-4778	Lreese@urbn.com
Consumer Product Safety	Secondary	Regulatory/Social Compliance Coord	Please Email	Astarr@urbn.com
U.S. Customs	**Level**	**Contact**	**Phone**	**Email Address**
Customs Requirements	Primary	Director, Import Compliance	215-454-4182	Belliott@urbn.com
Customs Requirements	Secondary	Manager, Import Operations	215-454-5664	Kbotto@urbn.com
NAFTA Questions	Primary	Export Supervisor	Please Email	URBNExportCompliance@urbanout.com
Export Regulations	Primary	Export Supervisor	Please Email	URBNExportCompliance@urbanout.com
Import Regulations	Primary	Director, Import Compliance	215-454-4182	Belliott@urbn.com
Import Regulations	Secondary	Manager, Import Operations	215-454-5664	Kbotto@urbn.com
Shipping + Delivery	**Level**	**Contact**	**Phone/Delivery Form**	**Email Address**
Domestic Transportation	Primary	Transportation Team	Please Email	InboundRR@urbanout.com
Domestic Routing & Bill of Lading	Primary	Transportation Team	Please Email	InboundRR@urbanout.com
Import Transportation – Air	Primary	Transportation Team	Please Email	URBNTransportation@urbn.com
Import Transportation – Ocean	Primary	Transportation Team	Please Email	URBNTransportation@urbn.com
Delivery Appointments – Bristol, PA [BRO] - **Rental**	Primary	Operations Manager	267-452-1036	Jkerr@urbn.com
Delivery Appointments – Gap, PA [GAP] - **Retail**	Primary	Receiving Team	Refer to Booking Requirements	GapDCReceiving@urbanout.com
Delivery Appointments – Indiana, PA [IFC] - **Omni**	Primary	IFC Receiving	724-822-9121	IFCTransportationscheduling@urbn.com
Delivery Appointments – Kansas, KS [KC1] - **Omni**	Primary	KC1 Receiving	Refer to Booking Requirements	KCTransportationScheduling@urbn.onmicrosoft.com
Delivery Appointments – Raymore, MO [KC3] - **Rental**	Primary	KC3 Receiving	913-526-6508	KC3Receiving@urbanout.com & kbloyd@urbn.com
Delivery Appointments – Reno, NV [REN] - **Retail**	Primary	Receiving Team	Refer to Booking Requirements	Renoretailappt@urbanout.com
Delivery Appointments – Gap, PA [GFC] – **Direct**	Primary	Receiving Team	Refer to Booking Requirements	GapFCReceivingGroup@urbanout.com
Delivery Appointments – Reno, NV [RNO] - **Direct**	Primary	Receiving Team	Refer to Booking Requirements	RNODirectReceiving@urbanout.com

Vendor Resources	Level	Contact	Phone	Email Address
Vendor.urbn.com Questions	Primary	Sr. Vendor Relations Coordinator	215-454-5328	Jbaron@urbn.com
Vendor.urbn.com Questions	Secondary	Assoc. Manager of Vendor Relations	215-454-4654	Kbastin@urbn.com
URBN Policies	**Level**	**Contact**	**Phone**	**Email Address**
Terms of Purchase Agreements & Policies	Primary	Assoc. Manager of Vendor Relations	215-454-4654	Kbastin@urbn.com