



**UR
BN**

URBAN OUTFITTERS INC.

**Vendor On-Boarding
Introduction**

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WELCOME!

Welcome to URBN! We're excited to be working with you and look forward to our partnership.

This document will provide much of the information you'll need to get started as a vendor with URBN. We've focused on the most important aspects of working with URBN. You will also find more detailed information on the vendor web-site at www.urbnvendor.com. The website will always be updated with the most recent information and requirements, so be sure to check back when you receive our update notifications, and through communications with your buying and production partners.

This document will provide you with a high level overview on the following key areas. Please be sure to familiarize yourself with this information.

- Registration
- Order of Business: What to expect
- Tradestone PLM / PO management system
- Ticketing / Labeling
- Routing / Shipping
- Payment

Your first channel of communication is the Vendor Relations team, at vendorrelations@urbn.com

❑ **Failure to comply with URBN's requirements may result in a chargeback**



NEW VENDOR CHECKLIST



1. **You will be issued a temporary log-in to access Tradestone our PO management system. Log-in to www.tradestone.urbanout.com to register as an URBN vendor.** Follow the designated links to provide pertinent company and banking information, which will enable you to receive your vendor identification number via email within 48 hours. You will be required to read and accept our terms of purchase as well as other agreements prior to registering.
 - Code of Conduct
 - Terms of Purchase Agreement
 - Policies & Procedures
 - Uzbekistan Cotton Policy
 - U.S. Foreign Corrupt Practices Act, The U.K. Bribery Act, and Anti-Bribery Laws and Regulations
2. Once you have received your vendor ID number, **register** with FineLine (<http://www.finelinetech.com/default.aspx>) **OR** CheckNet (<https://checknet.checkpt.com>). CheckNet and FineLine are URBN’s third-party providers of price tickets and labels (you only need to register with one). **If a PO is issued before you have registered with FineLine or CheckNet, it will not be received correctly.** Should delays result from this, you may be held responsible. You **are not permitted to** print your own price tickets.
 - To register with FineLine, click into the FastTrak login and select “Register”. FineLine will email you your log-in information within a few days.
 - To register with CheckNet, click “Apply for New Account.” CheckNet will email you your login information within a few days.



NEW VENDOR CHECKLIST



3. **Tradestone** is the online platform used for PLM Management. Log-in to Tradestone at <https://tradestone.urbanout.com>. Access the site using the username and password provided by the Vendor Relations team.

4. **Familiarize** yourself with the contents of urbnvendor.com. The vendor guides are broken into separate sections on the main menu. In particular, make sure you review the following sections :
 - ❑ Product Marking
 - ❑ Ticketing and Labeling
 - ❑ Packing Information
 - ❑ Shipping and Routing
 - ❑ Billing Procedures



Tradestone Overview



TRADESTONE PLM SYSTEM

This document has high level information about using Tradestone; for more detailed information please refer to the Tradestone Manual on the URBN vendor website.

Tradestone is URBN's Product Lifecycle Management (PLM) system. It is critical to your success that you become familiar with how to use Tradestone effectively.

You will use Tradestone to:

1. Receive tech packs, fit comments, and design approvals
2. Do all costing/product work
3. Review and accept commit to purchase, triggering the start of production. Receive PO, which will detail ship to location, size breaks, color assortment, and function as electronic instruction to price ticket providers
4. Communicate deadlines around time and action
5. Enter the product's country of origin
6. Enter the product's customs description
7. Create and print packing lists
8. Print carton labels
9. Send ASN (Advanced Shipping Notice)
10. Send and Print commercial invoices

- ❑ **Failure to comply with Tradestone requirements may result in a chargeback**



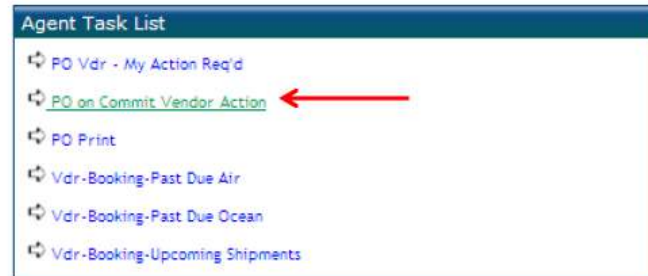
NAVIGATING TRADESTONE QUERIES

ORDER MANAGEMENT

Queries: Commit & PO Management

Commit Vdr – My Action Req'd

Approve all commitments using this query.
This will catch all new and revised commit's



PO on Commit Vendor Action—This query should be kept up to date as it will catch all new or revised PO's



PO Print
After acceptance of PO lines

NAVIGATING TRADESTONE QUERIES

CUSTOMS AND PACKING LISTS

Queries: Pulling Data

Agt - Update Customs Desc

*note: PO's must be accepted prior to being pulled into this query

Agent Task List - 2

- PL Vdr - Search All Pack Lists
- Logistics - Search All PO
- Vdr TOP - 2 weeks out
- TOP - All Samples Tracking
- Agt- Update Customs Desc
- URBN Assigned Customs Desc
- New! PO - 2 Wks Out
- New! PO - 2 Wks Out Exceptions
- Open PO list for packing

Agent Task List - 2

- PL Vdr - Search All Pack Lists
- Logistics - Search All PO
- Vdr TOP - 2 weeks out
- TOP - All Samples Tracking
- Agt- Update Customs Desc
- URBN Assigned Customs Desc
- New! PO - 2 Wks Out
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Agent Task List - 2

- PL Vdr - Search All Pack Lists
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- Agt- Update Customs Desc
- URBN Assigned Customs Desc
- New! PO - 2 Wks Out
- New! PO - 2 Wks Out Exceptions
- Reset PO to Build Packing List

URBN Assigned Customs Desc

Customs descriptions that have already been assigned

Reset PO to Build Packing List

Allows you to re-set the status of the PO to create a new packing list if the packing list has been deleted

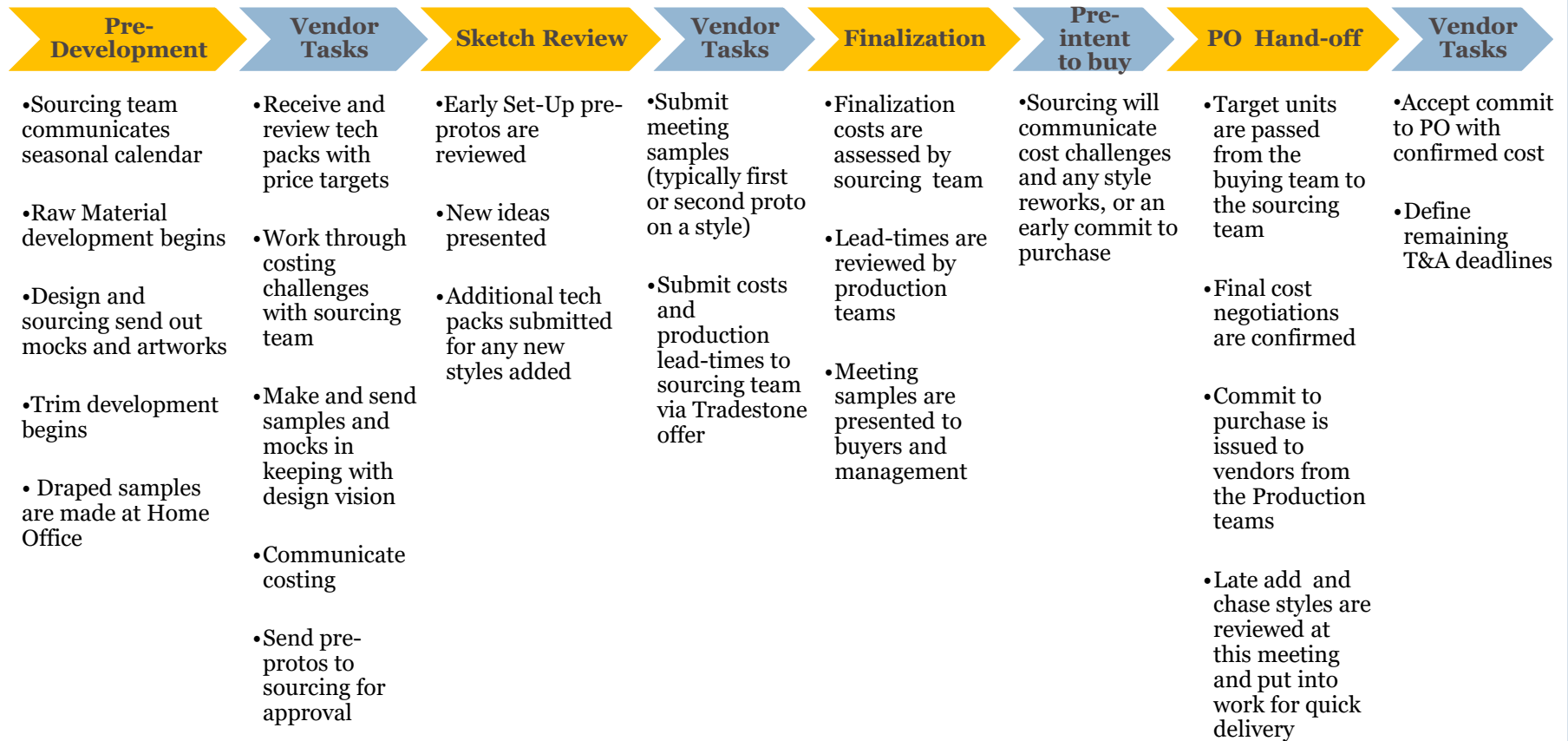


Working with URBN Sourcing & In-House Design



ORDER OF BUSINESS: WHAT TO EXPECT

ANTHROPOLOGIE/URBAN OUTFITTERS





ORDER OF BUSINESS: WHAT TO EXPECT

FREE PEOPLE RETAIL/WHOLESALE



Sourcing team communicates key calendar dates

Raw material development begins

Trim development begins

LP received and reviewed

- Design and sourcing teams review new design sketches for development

- Merch advised retail and projected units

- Design and tech set up tech packs and submit to vendors

- Targets are prepared by product development

- Cross functional cost meeting with PD, Design, and merch to identify and solve styles that are cost concerns

- Create initial buy roll

- Roll Alpha %

- Callout any delivery concerns and strategy

- Receive and review tech packs with price targets

- Work through costing challenges with sourcing team 1 week from tech pack receive and review

- Make and send samples and mocks in accordance with design vision

- Early Set-Up pre-protos are reviewed with time and costing

- New ideas presented for LA styles

- Additional tech packs submitted for any LA styles

- Same as Sketch Review steps for all LA styles

- SMS assortments sent to vendors to start SMS

- Receive and review tech packs for LA styles with price targets

- Make and send SMS samples

FP Whlsl SMS x date/Pre-Show Recap

- **Salesman Samples (SMS)** presented and distributed to national sales staff for selling

- Complete line is presented to the NY showroom team with delivery and cost info; Styles may be added or dropped at this meeting

- Finalize costing

- Brand will then go "On Sale" with delivery

No Go Whlsl Only

- Review reorder units and any updates to quantity based on initial selling



Sample Procedures



TOP OF PRODUCTION (TOP) SENDING REQUIREMENTS

- TOPs need to be sent NO later than 7 days prior to the ship date (or as soon as production cycle allows)
- All TOPs are sent to Production
- Blue TOP tag is to be used on all samples
- **NO STYLE MAY BE SHIPPED WITHOUT TOP APPROVAL**
 - TOP Approval will be given by Sourcing Team
- **For New Orders:** 2 pieces
 - Size:
 - Anthro: Size Small / 6
 - FP: Size Small / 6
 - UOM: Size Medium / 32
 - UOW: Size Medium / 6
 - TOPs can be sent in any color from bulk production
 - You **do not need** to send TOPs for each color
- **For Reorders:** Discuss as needed with Sourcing Team

MERCHANDISING SAMPLES

ANTHROPOLOGIE

Proto & Meeting Samples

- Pre Commit to purchase
- 1 pc per style per color as requested by Product development
- Size Small or size 6

Press Samples

- Post Commit to purchase
- 1 pc per color, per style, 2 pieces if UK is purchased
- Size Small, or size 6, sent to Home Office

Web and Catalog Samples

- Post Commit to purchase
- 1 pc per color, per style
- Size Small, or size 6, sent to Home Office

Sales Samples

- Post Commit / Bulk materials
- 2 pc per color per style
- Size Small send to Home Office
- Due date depends on transit mode. These due dates are given by Production.
- Must be true representation of bulk fabric, trims, and fit approval

MERCHANDISING SAMPLES

FREE PEOPLE

Ecommerce (ECOM) Samples

- Required for all wholesale orders, using Pink (Pantone 906C) hangtags
- Samples are for all web accounts, and require every color in the style
- Any bulk fabric colors not ordered with initial SMS are to be used for ECOM samples
- Send Quantity by Location
 - NYC – 9 Units
 - PHL – 1 Unit
- Courier by Location
 - NYC – FedEx
 - PHL - FedEx

Web, Catalog, and Color Run Samples

- Ordered on a “by Request” basis
- Size Small, or size 6, sent to Home Office

Press Samples

- Ordered at same time as SMS on a “by request” basis

Sales Samples

- Required for wholesale orders, with white hangtags
- Send Quantity by Location:
 - NYC – 19 Units
 - PHL – Per request, PLUS 1 additional sample
 - Japan – 1 Unit
 - NOTE: Please do not send multiple packages unless approved by Production
- Courier by Location:
 - NYC – FedEx
 - PHL – FedEx
 - Japan - DHL



MERCHANDISING SAMPLES

URBAN OUTFITTERS



Finalization/Fit Samples

- Pre Commit to purchase
- 2 pc per style per color as requested by Product development
- Size Medium or size 6



Web, Catalog, and Color Run Samples

- 3 Samples requested by merchandising team once order is placed, usually produced in factory's sample room
- Samples arrive before TOP samples are sent and are for visual only
- Photographed for web and/or catalogue
- Requested in the following sizes:
 - 1 small, 2 med
 - 2 size 4, 1 size 6
 - 2 size 26, 1 size 28
- Send to URBN office to attention of appropriate Production counterpart (see: Who to Contact")



Product Marking and Labeling



PRODUCT MARKING

Label placement specs for Own-Brand apparel are outlined in individual style tech packs. For detailed information regarding purchasing and applying labels, visit the product marking and labeling sections of www.urbnvendor.com

Standard Mandatory Marking Requirements

○ Apparel and Textile Products

- Country of origin in English, French, and Spanish
- Fiber content in English, French, German, Italian, and Spanish
- Care instructions in English and French, in addition to care symbols
- Size and RN / CA number
- URBN EU address
- Product Identification – Style number or Po number
- ❖ **Note:** COO and Size labels should be placed at back of the neck or waistband. Care and content labels can be placed on side seam or back of neck or waistband

○ Accessories

- Country of Origin in English and French
- ❖ **Note:** Textile accessories and home textiles will also require care and content labels in some cases

○ Home Products

- All items must contain a marking or permanent sticker indicating the Country of Origin in English

○ Purchasing and Applying Labels

- Branded main labels, care, content, and country of origin labels may be ordered through Labeltex, CheckNet, or A-Tex. Specific instructions are available in the brand specific tech pack.

- ❑ **Failure to comply with proper marking requirements may result in a chargeback and possible return of the merchandise.**

APPAREL PRODUCT MARKING – EXAMPLES – ALL BRANDS

Label placement specs for Own-Brand apparel are outlined in individual style tech packs. For detailed information regarding purchasing and applying labels, visit the product marking and labeling sections of www.urbnvendor.com



Bottoms



Tops and Dresses

****NOTE****

*Garments shown inside out for placement visual.
Labels should be placed on inside of all garments.*



PRICE TICKET/SKU LABEL PLACEMENT

For more detailed information on ticketing and labeling placement, visit the Ticketing & Labeling sections on www.urbnvendor.com.

Retail Orders

- **Apparel**
 - Tops / Dresses – Swift tack attach to main label in the back of the neck
 - Pants / Skirts – Swift tack attach to main label in center back of waistband
- **Accessories**
 - Jewelry – Apply J-label (barbell) or label as provided to product
 - Shoes – Apply label to the lower right hand corner on the end of the shoe box
 - Hats / scarves – Swift tack attach ticket to main label
- **Home Products**
 - Place label on the bottom or largest surface area of the product

Direct Orders

- **Apparel**
 - Apply SKU label to the center back of the polybag
 - **Accessory**
 - Apply SKU label to center back of polybag containing the item
 - **Home**
 - Apply SKU label to largest surface area of the box containing the item
- ❑ **Failure to comply with URBN's ticketing requirements may result in a chargeback**



PRICE TICKET PLACEMENT – EXAMPLES

Label placement specs for Own-Brand apparel are outlined in individual style tech packs. For detailed information regarding purchasing and applying labels, visit the product marking and labeling sections of www.urbnvendor.com



*Tops and Dresses – All Brands –
Attach to main label or COO label in the center back of neck*

PRICE TICKET PLACEMENT – EXAMPLES

Label placement specs for Own-Brand apparel are outlined in individual style tech packs. For detailed information regarding purchasing and applying labels, visit the product marking and labeling sections of www.urbnvendor.com



*Anthropologie bottoms –
Attach to main or COO label at
center back of waistband*



*Urban and Free People bottoms –
Attach on wearers left side, below waistband*

SKU LABEL PLACEMENT - EXAMPLES

For more detailed information on ticketing and labeling placement, visit the Ticketing & Labeling sections on www.urbnvendor.com.



*Shoe box – Retail orders –
All Brands –
Short side or end of box*



*Shoe box – Direct
orders –
All Brands –
Center bottom of box*



*Direct orders – Apparel –
All Brands –
Center back of polybag*



Packing, Shipping, Routing, Regulatory, and Payment Procedures



PACKING PROCEDURES

Direct Channel Orders – All Brands

- Pack item in individual polybag or individual shippable boxes with 3x3 direct label
- Single size, single color per carton
- Combining sizes in a carton is permitted only when the order quantity is small (<25 units per SKU)

Retail Channel Orders – All Brands

- Cartons may require pre-packs, loose units, or both. The purchase order will indicate the requirements
- Prepacks are packed in a size ration with individual units being combined into a single polybag.

Other Packing Requirements – All Brands – Retail and Direct

- Polybags must contain a suffocation warning. See www.urbnvendor.com for details
- Carton dimensions are not to exceed 24”x16”x18”, unless the size of the product requires it
- Tradestone labels are to be placed on the short side, or end of carton in the lower right hand corner. Refer to www.urbnvendor.com for carton markings and ASN shipping label requirements
- Hangers are not permitted
- Remove all MSRP tags

❑ Failure to comply with URBN’s packing requirements may result in a chargeback



ROUTING SHIPMENTS - DOMESTIC

- **Domestic Freight Terms**

- **Pre-paid**

- All Own brand vendors default freight terms are pre-paid to our Distribution center
 - Your 'ship to' location will be provided on your purchase order
 - Routing – For a list of the approved carriers, visit the “How Do I Ship Domestically”, Prepaid Routing instructions section www.urbnvendor.com .
 - The Bill of Lading must be marked as Pre-paid
 - P.O. number(s) must be listed on the BOL
 - Document Requirements - For a full list of document requirements, as well as further details and instructions visit the Prepaid Freight Routing section of www.urbnvendor.com .

- **Delivery Requirements**

- Parcel shipments (UPS or FedEx) must not exceed 20 cartons or 200 lbs
 - Specify Urban Outfitters on the shipping label
 - P.O. numbers must be listed in the reference field
 - Do not purchase additional insurance from the parcel carriers



ROUTING SHIPMENTS - IMPORTS

Import Shipments

- URBN is the Importer of Record (IOR) for all imported shipments; vendors must arrange the shipment with one of URBN's nominated freight forwarders.
 - Freight Forwarders - The lading port and mode will determine the freight forwarder that you will make your booking with. For a complete list of freight forwarders required by country lading point, visit the Import Routing section on urbnvendor.com
 - Bookings and approval - You must request a booking from the nominated freight forwarder. Shipments are to be booked for Urban outfitters, Inc. Not the specific Brand. For details required for the booking visit the Import Routing section on urbnvendor.com
 - FedEx Courier Approval Process – Shipment 's weighing 45 kgs or under , moved by air, can be requested to ship via FedEx Express courier service
 - The vendor will be given the URBN account number upon approval of the request. URBN will be responsible for freight, duty, and will serve as the importer of record. The approval process can be found by visiting the Import Routing section on urbnvendor.com
 - Documentation Requirements – Vendors must provide all documentation to the freight forwarder at the time that the cargo is handed over. This includes Tradestone packing list, Commercial invoice, and any additional documentation that may be required. For a complete list of required documentation visit the Import Routing section on urbnvendor.com
 - Forwarders Cargo Receipt – Freight Forwarders will issue the Forwarders Cargo Receipt (FCR) to the vendor, when the cargo has been rendered to the Freight Forwarder, submitted all required documents, and paid all origin charges
 - DC Shipping Addresses and contact List – The Dc shipping addresses are indicated on your purchase order.
 - For a complete list of the DC shipping addresses, and a list of Transportation contacts, visit the vendor website.
- DDP shipments – When URBN is NOT the Importer of Record, send a copy of documents (AWB / BOL / PL) to Domestic Transportation Department @ trafficdept@urbanout.com.



REGULATORY REQUIREMENTS

○ **Product Containing Lead**

- **In order for URBN to comply with California's Metal –Containing Jewelry law that prohibits any person from manufacturing, shipping, selling jewelry that contains high levels of lead , URBN requires all vendors to provide a Metal Certificate attesting that the jewelry being sold has been tested and does not contain a level of lead that would prohibit the sale of the product in CA.**
- Applies to all jewelry and hair accessory orders. For a full list of items, visit the **Regulatory Requirements** section on www.urbnvendor.com
- Applicable products must be tested for lead and other chemicals
- If applicable, a certificate is required to be sent with each PO to leadcertificates@urbn.com at the time the order is shipped. Visit www.urbnvendor.com for a copy of the required certificate

○ **Flammability Testing**

- Apparel, rugs, and children's wear are subject to flammability testing requirements under CPSC
- For more specific requirements, visit the **Regulatory Requirements** section on www.urbnvendor.com
- Product requiring testing will require a CPSC certificate to be sent to cpsc@urbanout.com
- Testing can be done at any certified laboratory. Intertek / SGS / Bureau Veritas are all acceptable labs.

○ **Fish and Wildlife Items**

- Buttons, trims, and other accessories containing natural materials (such as shells) are subject to additional customs requirements under the Fish and Wildlife Department. A detailed list of components must be provided before ship date for approval
- For specific details, visit the **Regulatory Requirements** section on www.urbnvendor.com

SOCIAL COMPLIANCE

- **Urban Outfitters, Inc. (URBN)** insists that our business be conducted according to the highest ethical standards which we can point to with pride. URBN is adamant about protecting the safety and working rights of the people who produce the goods sold in our stores and through our wholesale business.
- As a requirement of doing business with URBN, our vendors and their suppliers must commit to meeting important human rights standards and conditions of employment, including, without limitation, the following :
 - 1. Compliance with Law**
 - 2. No Child Labor**
 - 3. No Forced or Compulsory Labor**
 - 4. Nondiscrimination**
 - 5. Minimum Wages, Hours and Benefits**
 - 6. Health and Safety**
 - 7. No Corporal Punishment**
 - 8. Environmental Protection**
- To ensure that all vendors understand and agree to our policy on ethical sourcing we require you to agree to the “code of conduct” during the registration process. No purchase orders can be placed until the code of conduct is agreed to.
- URBN reserves the right to request an audit from a vendor, **at the vendors expense**. Vendors are held accountable for any non-compliant issues found .
- All U.S. based manufacturers must supply URBN with an approved audit **prior** to any order being placed in a manufacturing facility.

CUSTOMS COMPLIANCE

- In order for URBN to make accurate declarations to U.S. Customs for import into the U.S., it is essential that vendors provide accurate information needed for Customs entry:
 - Accurate product descriptions
 - Materials used in construction of products (particularly fiber contents for apparel products) must be accurately identified and supported by testing
 - Units and Price must be accurate on the Tradestone Commercial Invoice
 - Actual manufacturer information must be on Tradestone Commercial Invoice
 - Products that contain Fish and Wildlife components must be accurately identified



GETTING PAID - DOMESTIC

- **Domestic Orders: Net 30 Day Terms - From receipt of Merchandise**
 - Invoices are to be submitted through Tradestone
 - After completing packing list, click on **Generate Invoice**
 - Invoice will automatically be sent to AP upon receipt in our Distribution Center
 - Invoices are paid 30 days from the receipt date of merchandise in URBN system
 - **Do Not** send invoice to URBN buyer or with the shipment
 - **Payment will be made for units received and processed in our DC.**

- **Defective Allowance**
 - **Anthro Direct Orders Only** – A 1% defective allowance will be deducted from all Apparel and Accessory invoices.

- **Addressing Payment Questions:**
 - **Contact A/P Representative for all Retail, Direct, and Wholesale orders**
 - **If your company name begins with:**
 - **A, C, D, E, G, I, J, K, M, U, W** – Contact Ashley Tso (215) 454-4769, mfantazzia@urbn.com
 - **B, F, H, P, Q, V, X, Y** – Contact Doris Ruiz (215) 454 – 7068, druiz@urbn.com
 - **L, N, O, R, S, T, Z** – Contact Amanda Ciletti (215) 454 – 7072, aciletti@urbn.com

 - **Note: Please allow 48 hours for your A/P representative to respond to your call or emails.**



GETTING PAID - INTERNATIONAL

- **International Orders**

- **Letter of Credit (L/C) Payments**

- Available to Import agents and vendors only, and transmitted to banks located overseas
 - Letters of Credit are opened 30-45 days prior to order ship date
 - If Agent is applicable, letter of credit will be opened to the Agent, not the factory
 - Bank fees will still apply
 - The L/C application can be found by going to www.urbnvendor.com, and then to the Billing Procedures section
 - For questions, visit **Billing Information** section of www.urbnvendor.com, or contact Farid Khair at fkhair@urbn.com

- **Wire Payments**

- Available for Import agents and vendors only when not shipping under an L/C
 - Issued in USD only, and released within 2 weeks of confirmation from URBN's customs compliance department
 - A \$25.00 wire transfer fee will apply
 - For document requirements, visit **Billing Information** section of www.urbnvendor.com, or contact Tamika Manning, Tmanning@urbn.com.

- **Note: Please allow 48 hours for your A/P representative to respond to your call or emails.**



URBAN OUTFITTERS INC.

UK Vendor On-Boarding Addendum*

***The following 8 slides provide vendors who have orders that will be shipped to the UK, with a high level overview of the requirements that are unique to the UK.**



PURCHASING TICKETS AND LABELS

EU Print Centre

- URBN UK has in place its own print centre. The print centre can service all of our UK, European and Overseas vendors for Urban Outfitters and Anthropologie, delivering product into the URBN distribution campus in Rushden, UK.
- The print centre will provide our vendors with bar coded price tickets and labels for our Retail and Direct Channels.
- Your buyer will indicate on the purchase order that the merchandise is to be ticketed / labelled.
- Your buyer will be responsible for completing the ticket request information when raising the purchase orders. This information is passed directly to the UK print centre.
- The print centre will then print the tickets / labels and send them to you. The program is designed to expedite receipt of your tickets / labels.
- Please allow 2 working days for printing and up to 5 days for shipping, from the time that your order has been issued.
- The vendor will be responsible for the cost of the tickets / labels and the cost of freight associated with the delivery. Lost or damaged tickets will be the responsibility of the vendor to replace.
- The vendor will be billed directly for the tickets / labels and is responsible for paying the invoice provided by the UK print centre. A copy of the invoice will be sent through by email. Payment terms are 30 days. Please reference the invoice number on your payment.
- All accounts that exceed 60 days past due will be placed on hold. No new orders will be released for printing until their past due balance is paid in full.
- You can check the status of your account by contacting the print shop administration team at Rushdeninvoicing@urbn.com or by phone on 01933 661645



PURCHASING TICKETS AND LABELS

Tickets / labels are available through our 3rd party print shop providers - Checkpoint and Fineline

- Once you have received your vendor ID number, you can **register** with FineLine (<http://www.finelinetech.com/default.aspx>) **OR** CheckNet (<https://checknet.checkpt.com>).
- CheckNet and FineLine are URBN's third-party providers of price tickets and labels and should only be used by vendors outside of Europe. (you will only need to register with one).
- **If a PO is issued before you have registered with FineLine or CheckNet, it will not be received correctly.** Should delays result from this, you may be held responsible. You **are not permitted to** print your own price tickets.
- To register with FineLine, click into the FastTrak login and select "Register". FineLine will email you your log-in information within a few days.
- To register with CheckNet, click "Apply for New Account." CheckNet will email you your login information within a few days.
- **Do not send un-ticketed / unlabeled merchandise unless approved by the buyer.** Vendors are also responsible for verifying the purchase order and ticket / label information, and to ensure accurate damage-free placement in accordance with the instructions found on www.urbnvendor.com. If a particular product is not covered in these guidelines, please call the buyer for proper ticketing instructions.
- **Do not make any changes to information on the printed tickets or labels.**



PACKING PROCEDURES

Direct Channel Orders – All Brands

1. Cartons must be one of the following standard sizes:
 1. 600mm x 300mm x 400mm (BDCM1)
 2. 400mm x 300mm x 400mm (BDCM2)
 3. 600mm x 300mm x 200mm (BDCM3)
2. Each Carton must only contain one Purchase Order
3. Each Carton shall contain only one size and one colour of one style.
4. Each carton must be packed with a standard number of units.
5. Each individual unit must be Pre-ticketed, poly-bagged, with a SKU label adhered to the polybag.
6. Cartons containing PO's for the WEB business must be sealed with **RED** tape

Retail Channel Orders – All Brands

1. Cartons must be one of the following standard sizes:
 1. 600mm x 300mm x 400mm (BDCM1)
 2. 400mm x 300mm x 400mm (BDCM2)
 3. 600mm x 300mm x 200mm (BDCM3)
2. Each Carton must only contain one Purchase Order
3. Each Carton shall contain only one size and one colour of one style.
4. Each carton must be packed with a standard number of units.
5. Each individual unit must be Pre-ticketed, poly-bagged, with a SKU label adhered to the polybag.

Apparel orders raised for 50 units or less can be mixed within cartons. If a mixed carton is necessary the items must be separated by a layer of corrugate or paper.



PACKING PROCEDURES

- **Polybags and Cartons – Direct and Retail – All Brands**
 - Polybags must contain a suffocation warning. See www.urbnvendor.com for details
 - Carton dimensions should be to the required standard sizes, unless the size of the product requires it
 - Tradestone labels are to be placed on the short side, or end of carton in the lower right hand corner. Refer to www.urbnvendor.com for carton markings.

 - **Miscellaneous – Direct and Retail – All Brands**
 - Hangers are not permitted
 - Remove all MSRP tags
- Failure to comply with URBN's packing requirements may result in a chargeback



ROUTING SHIPMENTS

Import Shipments

- When URBN is the Importer of Record (IOR) for an imported shipment, vendors must arrange the shipment with one of URBN's nominated freight forwarders. The lading port will determine the freight forwarder that you will make your booking with. URBN UK uses:
 - OHL for Ocean / Air from ASIA.
 - OHL for European Road freight
 - FTN for USA Ocean / Air.
 - OHL Courier for shipments under 25kg's
 - Toll Prima for all UK based vendors – This is URBN's nominated carrier scheme
- For full details on our freight forwarders visit the Import Routing section on www.urbnvendor.com
- Bookings and approval - Bookings should be made within the below guidelines:
 - Ocean – 7 days prior to PO ship date
 - Air – 4 days prior to PO ship date
 - Road – 4 days prior to PO ship date.

Approval will be provided by the forwarder. If for any reason a booking cannot be auto approved by the forwarder, approval will be required from the relevant buying team.

For full details please refer to the Import Routing section on www.urbnvendor.com



ROUTING SHIPMENTS

Import Shipments

- OHL Courier Approval Process – Shipment's weighing 25 kg's or under , moved by air, can be requested to ship via OHL courier service
 - For full details on how to book a collection through OHL courier service, please refer to www.urbnvendor.com. URBN will be responsible for freight, duty, and will serve as the importer of record. The approval process can be found by visiting the Import Routing section on urbnvendor.com
- Documentation Requirements – Vendors must provide all documentation to the freight forwarder at the time that the cargo is handed over. This includes packing list, Commercial invoice, and any additional documentation that may be required. For a complete list of required documentation visit the Import Routing section on www.urbnvendor.com
- Forwarders Cargo Receipt – Freight Forwarders will issue the Forwarders Cargo Receipt (FCR) once the shipper has delivered the cargo, submitted all required documents, and paid all the origin charges
- DC Shipping Addresses and contact List – The Dc shipping addresses are indicated on your purchase order.
- Shippers using their own carriers (delivering Landed) must ensure all deliveries are accompanied by a packing list per PO. This should be attached to a shipping carton or handed into the DC team by the driver.
- The DC will only accept deliveries that have been booked. All bookings will be given a time slot and a date to fulfill. To make a booking the booking form will need to be completed and emailed to the bookings team at brequest@urbn.com. Failure to arrive on time may result in the delivery being rejected and a chargeback applied.



GETTING PAID

- **Payment Terms:**

- All URBN UK Ltd invoices are paid 30 days from the date the merchandise has been received into the Distribution Centre and recorded. A detailed commercial invoice must be submitted to the Accounts Payable Department for each purchase order. Multiple orders are not to be combined on one invoice. Invoices should not be submitted to the Buyer. To ensure the timely payment of merchandise, all invoices should be submitted at the time of shipping the order.
- Delays in submitting invoices or failure to submit invoices directly to the Accounts Payable Department may result in a delay in payment.

DELAYS WILL ALSO OCCUR IF THE INVOICE DOES NOT QUOTE THE PURCHASE ORDER NUMBER.

- **Billing and Payment:**

- To ensure prompt payment, please send all invoices to:

URBN UK Ltd
Attn Accounts Payable
24 West Street
London
WC2H 9NA

Or to invoiceseurope@urbn.com



GETTING PAID

- **Billing and Payment continued:**
 - Invoices require the following information to be approved for payment
 - Invoice Number
 - Invoice Date
 - Remittance Address
 - URBN Purchase Order Number
 - URBN SKU and colour
 - Product description and Country of Origin
 - Unit Cost (inclusive of all discounts and allowances)
 - Vendor Item Number
 - Quantity of Units
 - Total amount owed

- All original Bill of Lading documents need to be sent to the Freight Forwarder (OHL) and the invoices sent to the address above.
- UK sterling invoices are paid by BACS. Those in foreign currencies will be paid by cheque (\$/€).
- Any payments by wire will be subject to the recipient paying the bank charges.
- **Invoicing Samples:** Samples are to be provided by the Vendor at no charge to URBN Ltd.



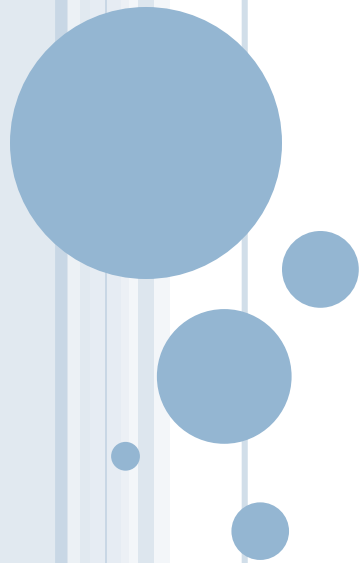
KEY REQUIREMENTS – US AND UK

COMPLIANCE WITH THE FOLLOWING WILL HELP TO EXPEDITE THE PROCESSING OF YOUR ORDERS AND ELIMINATE THE NEED FOR EXTRA HANDLING IN THE DC.

1. **Product Marking** – All shipped textile product must be marked with manufacture country of origin, care, and content, which must be printed in English and French. With jewelry and other small items, country of origin label may be printed on back of the price label.
2. **Ticketing** - Orders put up for pre-ticketing must be ticketed prior to shipment. Be mindful of lead-time to receive tickets and labels from third party print shops.
3. **Tradestone Shipping Compliance** - Be sure that you have correctly created your packing list in Tradestone, printed UCC128 carton labels, sent ASN to URBN, and submitted a Tradestone invoice for payment.
4. **Carton Sizes and Marking** - Our maximum allowable carton dimension is 24" X 16" X 18". Some exceptions can be made based on product specific requirements. Contact your buyer or vendor relations for exceptions on an individual PO basis. The UCC128 carton label needs to be attached to the end or short side of carton, in lower right hand corner
5. **Split Shipments** – URBN does not allow split shipments. Contact the URBN buyers if order is unable to ship in full, or if the quantity to ship exceeds + or - 5% of the quantity ordered for each SKU.
6. **Jewelry** - All jewelry requires a certificate stating that the product has been tested and does not contain high levels of lead or other cancer causing chemicals. The lead certificate needs to be emailed to: Leadcertificates@urbn.com. For more information and other regulations, visit the **Regulatory Requirements** section on www.urbnvendor.com
7. **Order Ship and Cancel Date** – URBN will accept orders beginning with the “Ship Date” and no later than the “Cancel Date”, as indicated on the purchase order. The cancel date is an in-DC date.
8. **Collect Freight Terms** - If you are pre-approved to ship freight collect, you must ship according to the collect routing guide in the **Routing Information** section of www.urbnvendor.com. When shipping orders via common carrier to our Direct DC's you are required to ship to the closest DC. If shipping Direct orders via parcel carrier, you must ship to the DC indicated on the purchase order.
9. **Prepaid Freight Terms** - URBN's default domestic freight terms are prepaid to our distribution center. Please reference the Domestic Prepaid Routing Guide.
10. **Import Freight Terms** – Freight terms should be discussed at time of registration. If URBN will be importer of record, please follow the Import Routing Guide on urbnvendor.com.
11. **Ship to Locations** – URBN has 4 US based DC locations: Reno NV and Gap Pa for Retail orders, and Reno NV and Gap Pa for Direct to Consumer orders. Please refer to the purchase order for the correct ship-to location.

Please direct any questions on the above to Vendor Relations at vendorrelations@urbn.com.

Contacts



WHO TO CONTACT: GENERAL - US

Contact Product Development (PD)

You have questions about fabric / trim development, cost engineering, or sample issues

Product Development (PD) Team

- Responsible for development process. Takes Design's vision and translates it into 3D proto.
- PD receives any questions regarding fabric/trim development, cost engineering, sample issues or development (PCD) calendar to PD.
- PD Should also be copied on all development issues that you direct to design and/or tech.
- PD should know about everything pertaining to the style up until MSR/SMS.

Contact Tech Design

You have questions about a tech pack

- You have a Quality Assurance question (**CC Production**)
- You need TOP approval with regard to fit (**CC Production**)

Technical Design (Tech) Team

- Creates and sends the tech pack.
- Sends the vendor the initial set-up and any subsequent fit comments.
- Provides label information/placement and approve wash care testing.
- Makes sure the garment fits, is sewn correctly and passes wash care standards. production on copy.
- Responsible for signing off on TOP's approval in regards to the technical aspect of a style.

Contact Design

You need help understanding how a garment is supposed to look (**CC PD**)

Design Team

- Responsible for signing off on TOP approval in regards to the aesthetic aspect of a style.
- Creates new styles (aesthetics, i.e. anything that involves how the garment looks.)
- Sends and approves artwork, color, wash, and fabric, trim standards.

Contact Color/Print

You need clarification on artwork, color, wash, fabric, and/or trim (**CC PD**)

Color/Print Team

- Responsible for developing print and graphic artwork
- Sends and approves prints, handlooms, yarn dyed knit downs and lab dips so vendors can proceed to bulk.
- Sweater knit downs go to sweater team.

Contact Production

You need TOP approval
 You have a Quality Assurance question (see above) You have questions relating to the production schedule and/or delivery issues
 You are waiting for authorization to ship based on TOP approval

Production Team

- Takes over from the PD team at different stages in product life cycle
- Negotiates T&A and lead times.
- Responsible for any issues after order placement until the style reaches the distribution center and passes QA.
- All production /delivery issues should be directed to production team.
- Production team is also responsible for giving vendors authorization to ship based on tech/design TOP approval.



WHO TO CONTACT: GENERAL - US

Contact Tradestone – PLM related questions.

You have questions regarding the commitment process and design center in Tradestone system

Mallory Duffy – Mduffy@urbn.com

Contact Tradestone / Vendor Relations

You have questions about access to Tradestone, packing list creation in Tradestone, and if you have questions about how to pack, ticket, or ship your order

Vendor Relations Team:: vendorrelations@urbn.com

Ted Kelly: Tkelly@urbn.com

Gail Swisher: Gswisher@urbn.com

Contact the Transportation Dept

You have any questions or issues with freight forwarding for imports, or pickups for domestic orders

Imports: Gemma Fillmore: GFillmore@urbn.com

Domestic: Sherry Linson: SLinson@urbn.com

Contact the Distribution Center if:

- You need to schedule a delivery or to follow-up on an order that has been shipped.

Gap Retail Distribution Center – 717 442 1211 /1218

Gap Direct Distribution Center – 717 442 1279

Reno Retail Distribution Center – 775 971 1316 / 1309

Reno Direct Distribution Center – 775 971 1357 / 1362

Contact Accounts Payable if:

- You need to follow-up on the status of a payment or to dispute a payment that has been received.

Accounts Payable – Reference slide #33 and #34



WHO TO CONTACT: UK

Contact Tradestone

- You have questions regarding Tradestone system or access to Tradestone

Joshua Jackson: Jackson@URBN.com

Contact the Logistics Department

- You have any questions or issues with freight forwarding for imports, or any compliance questions..

Martin Lederman: Mlederman@urbn.com

Contact the Distribution Center if:

- You need to schedule a delivery or to follow-up on an order that has been shipped.

DC Operations Manager :Matt Chapman: Mchapman@urbn.com
DC Bookings: Brequest@urbn.com

Contact Accounts Payable if:

- You need to follow-up on the status of a payment or to dispute a payment that has been received.

Accounts Payable: invoiceseurope@urbn.com