



zulily Vendor Frequently Asked Questions (FAQs)

GETTING STARTED

- **How do I get my password for the Vendor Portal?**

If you have forgotten your password, please go to <http://portal.zulily.com> and select “Forgot Password.” An email will be sent to your address on file to reset your password. Note: check your spam/junk folder if you don’t see the email in your inbox folder.

- **Where can I find the zulily Shipping & Routing Guide and Terms & Conditions?**

The shipping & routing guidelines are located on the ‘News & Resources’ page - <https://portal.zulily.com/blog/shipping-help/shipping-guidelines/>

The Terms & Conditions can be found under the Documents section of the Vendor Portal - <https://portal.zulily.com/app/documents/tsAndCs> .

- **How do I add contacts from my business so they can access the zulily Vendor Portal?**

Contact information can be edited at the upper right hand corner of the Vendor Portal – click the person logo to the left of your name.

- **Who are my contacts and what do I contact them for?**

Your zulily **merchandising team** (Buyer and Assistant Buyer) are your contacts for event related inquiries such as: pricing, inventory updates, creative needs, and event planning.

Your zulily **vendor specialist** is your contact for any questions that pertain to the Routing Guide, shipping & reconciliation of POs, logistics and assistance on the Vendor Portal.

Your zulily **accounts payable specialist** is your contact for all inquiries related to invoice and payment.

EVENT INFORMATION

- **What is the “Event Images & Samples” tab on the Vendor Portal used for?**

This tab is used to request that samples be returned to you. If you sent images instead of samples, this tab is used simply to verify that you submitted everything zulily has requested.

- **What is the preview URL for?**

The preview URL allows you to view your event photographs and copy before it goes live on the zulily website. If you have any concerns about the content after reviewing, please reach out to your zulily merchandising team.

- **What is the 5-6 digit code next to the name of my event?**



This is zulily's internal identification code for your event. Event correspondence will always have this identification code as reference.

INVENTORY INFORMATION

- **What is your inventory policy and do I have to hold my inventory through my zulily event?**
zulily requires you have all inventory committed to zulily in your warehouse and ready to ship at the time your event begins. You must hold this inventory throughout the duration of the event.
- **How do I correct discrepancies in my inventory?**
If at any time you need to reduce or increase your event's inventory, you can do so under the Product Review in your event. Please reference the Vendor Portal instructions for more information on how to update your inventory.
- **What is a "Notify me"?**
A "Notify me" is a potential customer order that was missed due to lack of inventory. When a customer requests a "Notify me," they will receive an email the next time this item is back on the zulily website with available inventory to purchase. If you see "Notify me's" occur during your event and you have additional units available, please reach out to your Assistant Buyer.
- **I noticed that the zulily website says my product is sold out, but the Vendor Portal shows I still have inventory available. Why is that?**
If you are a prepack vendor, zulily will limit the amount of full packs we purchase to limit our overstock. As a result, your event sales may be capped. For more information on capping prepacks, or if you'd like to break your prepacks so this doesn't happen, please reach out to your zulily merchandising team.

SHIPPING INFORMATION

- **How do I receive my purchase orders (POs)?**
When your purchase orders (POs) are ready to download, you will receive an email notification from your zulily vendor specialist. Please note, in addition to your purchase order (PO), you will receive an excel document, barcodes, and (for Drop Ship) packing slips in a formatted PDF with all necessary information for you to fulfill all customer orders listed on your purchase orders (POs). If you are set up for EDI, you will also receive your PO via EDI.
- **Which zulily fulfillment center do I ship to?**
Please be sure to ship to the fulfillment center listed on each of your purchase orders (POs). Each purchase order may have a different ship to address.
- **What should I do if I ship from multiple warehouses?**



Review the “Final Review” tab in the Vendor Portal for your primary “ship-from” location. If the location listed does not match where the majority of your merchandise is coming from, please alert your vendor specialist to update the information. If you think that zulily does not have your correct warehouse address on file, please contact your zulily vendor specialist.

- **What if I have warehouse closures?**

You can identify warehouse closures in the Vendor Portal, on the dashboard, under the **Calendar** tab.

- **When do I ship my purchase orders (POs)?**

zulily’s standard shipping window is 48 hours from the time the purchase order (PO) is received. Your required ship date is listed on each of your purchase orders (POs). If you cannot meet the expected ship date for any reason, please contact your vendor specialist.

- **What method do I use to ship my purchase orders (POs)?**

Depending on the size of your shipment, our Vendor Portal routing system will route it either via UPS small parcel or for LTL pick up. You will not know the shipping method until you have completed the routing process in the Vendor Portal.

- **How do I submit my tracking information?**

Under the “POs & Shipping” tab, select “Ship to zulily,” and select ‘Not Routed’. Select the PO for which you wish to ship, and select “Report tracking #.”

- **Do I have to apply UPCs or barcodes to my product?**

If you already have UPCs, please provide your Assistant Buyer with a complete list of UPC numbers to input into the zulily system. If you do not already have UPCs on your items, we expect you to barcode your merchandise with zulily provided barcodes. zulily barcodes will be issued at the same time as your PO and can be printed onto Avery 5160 labels.

- **What are zulily’s packaging requirements?**

If you are shipping something fragile, please pack appropriately to ensure items are not damaged in transit. If you use some form of protective packaging to protect your items, please place your UPC or zulily barcode on the outside of the packaging so it can be scanned upon receipt at the zulily fulfillment center.

When shipping clothing, please flat pack items in poly-bags, as hangers are not accepted in the zulily fulfillment centers.

Non-apparel items may also be shipped in retail boxes.

We ask that cartons are clearly labeled with their corresponding PO.

If items within boxes are 1 complete set or a master pack that contains inners, we expect this to be labeled accordingly.



- **Do I need to include a packing slip on my shipments?**
Yes, please include a packing slip on the lead carton of the shipment.
- **What happens if an item is returned by the customer to zulily?**
zulily does not accept customer returns on non-defective products. Any damaged or undeliverable items will be returned directly to the zulily fulfillment center for replacement or refund.
- **What do I do if I am bundling products for my event?**
When bundling, please ensure that items are shipped together in such a way as to prevent them from being separated (i.e., shrink-wrap, poly-bag, rubber-band, clips, etc.). Labeling (barcodes or UPCs) must be on the set level and not for the individual items.
- **What is a variance or shipping report?**
A variance report will be sent to you if what we receive at the zulily fulfillment center varies in any way from what was ordered on the zulily purchase orders (POs). This could include overages (more items were received than what was ordered), shortages (less items were received than what was ordered), or items that do not match any ordered items on the zulily purchase orders (POs). We request you respond within 48 hours to the variance report in order to keep zulily customers as up-to-date as possible on their pending order(s).

DROP SHIP INFORMATION

- **What is drop ship and how do I know if I need to drop ship?**
Drop ship (DS) is when a vendor ships items directly to zulily customers versus shipping to the zulily fulfillment centers. You will receive a separate purchase order (PO) for any items that should ship directly to zulily customers. Generally, large, bulky, personalized and/or hazardous materials (i.e., perfume, aerosols, etc.) need to be drop shipped. Your zulily buying team & vendor specialist will work with you prior to your event to determine whether drop ship is necessary.
- **Do I need to use the Vendor Portal to generate my shipping labels?**
While this method is preferred, you can also use your standard shipping method and bill zulily 3rd party. If you have established drop ship methods, please continue to use these. Just be sure to upload the DS tracking to the portal within 24 hours of shipping to the customer.
- **I'm unfamiliar with producing shipping labels in bulk, how is this handled?**
Contact your zulily vendor specialist to discuss the best option to produce your shipping labels. We are now offering additional drop ship tools on the zulily Vendor Portal, depending on the number of shipping labels needed, the current tools may not be sufficient.
- **What do I input in the shipping label reference fields?**



- Reference Field #1: Customer Order ID #
- Reference Field #2: Purchase Order #

If you need to use one of these reference fields to input your own internal information, please contact your zulily vendor specialist.

- **What do I do if there is an invalid/undeliverable address or missing personalization information?**

Please email productescalations@zulily.com and your vendor specialist with all of the customer order information and the zulily customer service team will contact the customer for address corrections and clarification.

- **What is zulily's FedEx or UPS 3rd party billing account?**

Please contact your vendor specialist.

- **Do I need to use zulily barcodes on my drop ship items?**

You are not required to barcode items you will ship directly to zulily customers.

- **Can I drop ship items outside the US?**

No, zulily drop ship is currently used for physical addresses in the continental United States.

PAYMENT INFORMATION

- **What is ACH payment?**

ACH payment is a direct payment from zulily to a bank account within the USA.

- **If I elect to be paid by zulily by credit card, how does that work?**

zulily will email Wells Fargo bank with a request to pay you by credit card. Wells Fargo will then email you and request the following information to verify your account:

- Vendor Reference # (this is your zulily SAP ID #)
- Invoice Reference # (this is your zulily SAP ID #)
- Zip Code (this is zulily's zip code: 98121)

Once you provide the requested information Wells Fargo will provide you with a unique credit card number to run as a credit card transaction through your system. The number will be authorized for payment of the exact amount of the invoice only. If you have further questions contact the zulily Accounts Payable team at accountspayable@zulily.com.

- **How do I submit an invoice?**



Once you have provided tracking to zulily, you can go to the 'Invoices' tab to generate or upload your invoice. On this page, you will select the PO you wish to invoice and then click 'Generate Invoice'. You can then choose to:

- Generate your invoice using the Vendor Portal
- Use an invoice template to enter in your invoice information
- Upload your own invoice file

Please reference the Vendor Portal instructions for more information on how to upload an invoice. If you have difficulty or further questions, please contact your vendor specialist.

- **Can I submit more than one invoice per purchase order (PO)?**

zulily strongly prefers all orders on an individual purchase order (PO) be invoiced together on a single invoice. Submitting invoices in this manner will allow quicker payment. If you're unable to submit invoices together in a single invoice, submit a statement that lists all the invoices associated with a purchase order (PO) along with your individual invoices to help the zulily Account Payable team process your invoice.

- **What is your chargeback policy?**

There is a \$10 chargeback issued per customer order canceled due to short shipment from the vendor. The \$10 goes directly to our customers as an apology credit for their order being canceled.

Have additional questions?

Please contact your Buyer, Assistant Buyer, or Vendor specialist directly.

Interested in learning more about zulily? Check out our 'About Me' section on the webstore:

<http://www.zulily.com/about-us>