



# VENDOR STANDARDS MANUAL

Century 21 Department Store is a legendary New York City retailer where you can find top designer merchandise at incredibly low prices. For over 50 years, Century 21 has made high fashion affordable and attainable every day. We want our customers to not only look great, but also feel fantastic knowing they got the best deal they possibly could.

## **OUR HIGHER PURPOSE**

Delivering Value to Live Better

## **OUR CORE VALUES**

**RESPECT:** Value, empower and connect with each other, with humility

**COMMUNICATE:** Share, discuss and listen openly, with empathy

**TEAMWORK:** Take care of each other and give back

**HONESTY:** Act with integrity

**GROW:** Grow, and drive change

**POSITIVITY:** Be positive, passionate and have fun

**AMAZE:** Deliver amazing experiences to each other, our community and our guests

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# VENDOR STANDARDS AGREEMENT

The purpose of this manual is to provide an overview of the requirements needed for partnership with Century 21 Department Stores. It gives the procedures that should be followed to transact business with Century 21 Department Stores.

Signature of this agreement is confirmation that the vendor has read and agrees with the following:

- 1) Purchase Order Shipment Terms
- 2) Ticketing and Packing requirements
- 3) Carton Labeling
- 4) Shipping and Routing instructions
- 5) Payment Guidelines

Vendor Name \_\_\_\_\_

Century 21 Vendor number \_\_\_\_\_

Vendor Contact Name/Title \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

# PURCHASE ORDER

## SHIPMENT TERMS AND DEFINITIONS

The vendor should make sure that they review and understand the terms below and are responsible for making sure they ship correctly based upon the terms on the purchase order. The vendors should use the ship window stated on the purchase order and the transit table to determine when they need to ship in order for the merchandise to arrive on time. The purchase order verification tool on the vendor portal should be used to confirm the delivery window and the status of the purchase order. The carriers outlined in general shipping information, will check the vendor portal for the shipping window, prior to accepting delivery. To gain access to the vendor portal, please contact vendor relations [vendorrelations@c21stores.com](mailto:vendorrelations@c21stores.com)

The ship date on the purchase order is the first date that the shipment can be routed. The ship cancel date is the last date the order can be shipped. For prepaid shipments, cancel is the last date the shipment can arrive at the consolidator or our distributions centers.

### SHIPPING TERMS

FOB is defined as “Freight on Board” for the purposes of this document.

#### A. FOB DC Prepaid

- Century 21 takes ownership when the shipment is delivered to the Century 21 Distribution Center
- The vendor pays freight
- The freight is “prepaid”
- The financial tracking for payment begins when goods are received at the Century 21 Distribution Center

## **FOB DC Collect**

- Century 21 takes ownership when the shipment is delivered to the Century 21 Distribution Center
- Century 21 pays for the freight
- The freight is “collect”
- The financial tracking for payment begins when goods are received at the Century 21 Distribution Center

## **DIRECT-TO-STORE SHIPPING**

The shipping terms for direct-to-store shipping, would be the same as the terms for distribution but with the store being the FOB point.

## **FREIGHT CHARGES**

- Freight charges cannot be added to the merchandise invoice
- If an invoice is received with freight charges, it will be paid net of freight
- Any excess freight charges that C21 incurs due to vendor error on a Bill of Lading and or routing.

Some examples are below:

- Incorrect carrier
- Incorrect dimensional weight
- Incorrect sizes of shipment

Any of the above will result in a freight chargeback to the vendor.

# ELECTRONIC DATA INTERCHANGE (EDI)

One of Century 21 Department Store's core values is Grow. Each day we are reviewing how we can achieve that core value. We are working to better utilize technology by increasing our use of EDI.

All vendors need to contact the EDI office ([edisupport@c21stores.com](mailto:edisupport@c21stores.com)) in regards to their EDI capabilities. Before a vendor is considered EDI compliant, the vendor must be approved by C21 EDI based upon testing of the interconnection and processing of the EDI documents.

Century 21 utilizes the below documents:

- 850 Outbound Purchase Order
- 852 Sales Data (provided upon approval of buyer)
- 856 Advanced Ship Notice (ASN)
- 810 Invoice
- 997 for both inbound and outbound documents

C21 uses GXS/OPENTEXT as our VAN.

C21 sender/receiver IDs:

Production: 12/2013482252

Test: 12/2013482252T

Version 4010

EDI document specifications can be requested by contacting the EDI Team ([edisupport@c21stores.com](mailto:edisupport@c21stores.com))

C21 uses GXS catalog for retrieval of UPC and style information. Please go to our micro-site on where you can find out more information regarding attributes and how to get started using GXS for UPC information. <http://www.gxs.com/century21>

**EDI Support: [edisupport@c21stores.com](mailto:edisupport@c21stores.com)**

**(201) 348-2252 x7377**

## **EDI 850 Purchase Order**

- All terms as presented in the purchase order terms of the Vendor Standards Manual apply to electronic (850) purchase orders
- Once a vendor is EDI compliant for purchase orders, phone orders, paper orders or worksheets will not be accepted
- Changes in purchase orders must be agreed upon by the merchant and the vendor. Once agreed, the purchase order will be re-transmitted with the changes.

## **EDI 856 Advanced Ship Notice (ASN)**

- The ASN must be transmitted and successfully received into the C21 system prior to receiving shipment authorization and arrival of goods.
- C21 will retrieve ASNs every thirty minutes, but vendors should allow an acceptable amount of processing time
- C21 can only accept One Purchase Order per unique ASN shipment identification
- Any late or missing ASNS will be tracked as part of our Vendor Quality Management as outlined in the Vendor Standards Manual.
- If your ASN transmission are interrupted, please contact the EDI Team ([edisupport@c21stores.com](mailto:edisupport@c21stores.com))
- Paper packing slips are not required for EDI compliant vendors

## **GS1 128 Labels (UCC1228)**

- The label must be attached to the carton as outlined in the carton labeling requirements outlined in the Vendor Standards Manual
- Please contact the merchant or the EDI Team to retrieve the division name that should be included in Zone E on the carton format
- Labels that cannot be scanned will be tracked in our Vendor Quality Management program

## **EDI 852 Sales**

- Is only granted with approval of the merchant



# TICKETING AND PACKING REQUIREMENTS

## MERCHANDISE IDENTIFICATION / MARKINGS

- The merchandise must have a visible hangtag or label on the garment or neck label with the size clearly indicated.
- All merchandise must also have a care label sewn into the garment.
- All merchandise must have a vendor style number affixed to the outside of each product. This number must correspond to the style number specified on the Century 21 Department Stores purchase order.
- The ticket should have a barcode that can be scanned along with human readable UPC number

## FUR ITEMS

Every item MUST have the below information on the vendor tag or supplemental label:

- Manufacturer's Registration Number
- Type of Fur (Animal Name)
  - Calf, pony, and horse hair are considered leather and not fur
  - Suede is considered leather and does not need to follow fur labeling guidelines
  - Shearling is considered fur and must follow fur labeling guidelines
- Country of Origin of the animal
- Process type (pointed, dyed, etc.)
- Piece that contains the fur (hood, lining, etc.)
- Real fur should only include the parts or pieces, on the label if the parts and pieces account for more than 10% of the fur

## CARTON SIZE / CONSTRUCTION

### For FedEx Express (small package) Shipments only:

- No cartons may be larger than 3 cubic feet; that is, the length x width x height of each carton must be 3 cubic feet or less.

### For all other carriers:

- Maximum allowable carton length is 3', maximum width is 3' and maximum depth is 2'.
- Preferred carton size is 12" H x 12" W x 24" L.
- Maximum parcel specifications are: length and girth combined not to exceed 108".
- Maximum weight per carton is seventy (70) pounds.
- Corrugated test weight must be at least 175 pounds.
- Cartons must be re-shippable

## **PACKING INSTRUCTIONS**

- Each purchase order must be packed and identified separately.
- A carton CANNOT contain multiple purchase orders
- It is required that items are packed so there is one complete sku in the carton. If you have an order where a sku does not maximize the carton space, you may add another sku provided that you label the carton “Mixed Sku” (see shipping label guidelines)
- All orders that are pre-hung by manufacturer must be placed on plastic hangers. Black is the preferred color of hangers
- All goods on hangers (GOH) shipments must be protected with plastic wrap or a suitable alternative.

### **Packing Instructions for Direct-to-Store Shipments**

- Merchandise should be pre-packed by store when specified on the purchase order
- Each purchase order must be packed and identified separately by store number with packing slips per store
- Cartons must be labeled with Purchase Order and Store Number.
- Cartons must be labeled in lots per store.
- All orders that are pre-hung by manufacturer must be placed on plastic hangers. Black is the preferred color of hangers.
- All goods on hangers (GOH) shipments must be protected with plastic wrap or a suitable alternative.

### **Jewelry**

- All jewelry must be poly bagged and packed by purchase order
- The label on the outside of the poly-bag must include vendor style number and UPC
- Each individual item must have the vendor style number and UPC
- If there is a presentation box, the box must have the vendor style number or UPC
- Earrings and rings must be on a card with a peg hole. For peg hole dimensions, please contact the buyer
- Bracelets and necklaces should be shipped with hang tags
- Do not ship necklaces and earrings as sets
- Necklaces must be shipped with a string tag
- Earring posts must be protected to prevent damage during delivery

### **Fine Jewelry (Department 65 ) Shipping**

- Please make sure that your shipping label includes the purchase order number, vendor name, and is marked to the attention of the HDC Shipping Manager

## **FURNITURE, FRAMED ART, LAMPS and WINDOW SHADES/BLINDS**

- All cartons must be plain or minimal vendor printing
- Packaging must be a customer ship-ready carton without any overwrapping or repackaging required. This includes individual selling units that have multiple components (e.g., lamp base and shade)
- All carton openings must be securely sealed
- Box ends must be reinforced. Interior box ends should be reinforced with recyclable/compostable forms
- Cartons should be 250 lb. test minimum and have equal weight distribution
- Cartons must be palletized and individually strapped or shrink wrapped (3 mil thickness).
- All hardware and assembly instructions must be in a sealed bag within the shipping carton
- Multiple components of an individual selling unit (e.g., chair sets) must include protective, recyclable/compostable packaging between the components
- Fragile components such as tile and glass require additional packaging
- Label glass, tile, mirrors, etc. "FRAGILE"

## **Glassware, Ceramics, Cosmetics, and Other Fragile/Breakable materials**


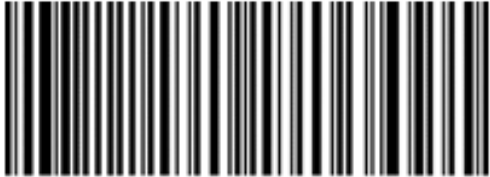
- Glassware cartons must be marked with "Fragile" stickers.
- Maximum weight per carton is thirty (30) pounds.

# CARTON LABELING / IDENTIFICATION

For EDI compliant vendors, all specifications below for the label are required.  
For Non-EDI vendors, Zones C, D, H, and I are optional.

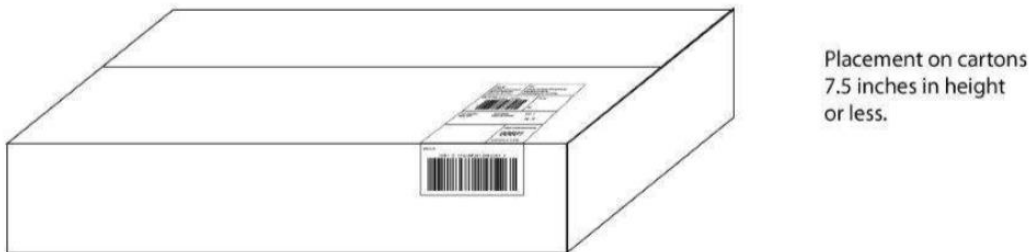
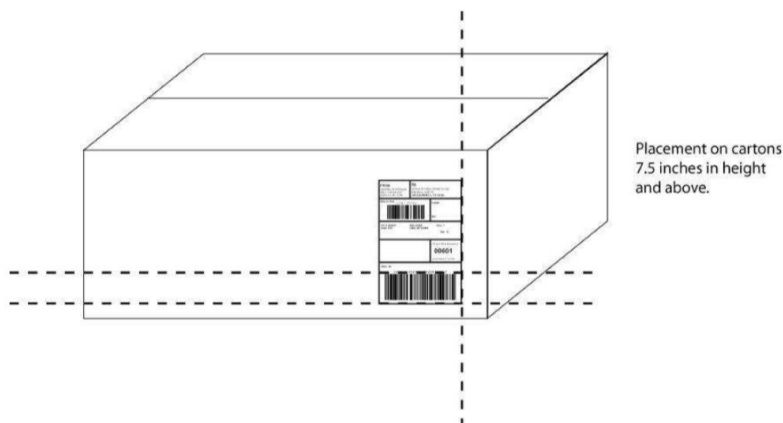
- Each carton must be labeled with a 4" x 6" label on the end with the following information:
  - ❖ (Zone A) Ship From
  - ❖ (Zone B) Ship To
  - ❖ (Zone C) Ship to Postal Code
  - ❖ (Zone D) Carrier Information [Carrier Name, Pro#, B/L#]
  - ❖ (Zone E)
    - Purchase Order Number
    - Department Number
    - Division Name
    - 1 of XX Carton
    - Carton QTY Count
    - Style, Color, Size
  - ❖ (Zone G)
    - MIXED CARTON (Only if carton content is not the same sku)
  - ❖ (Zone H) Mark For Number
  - ❖ (Zone I) Bar Code

# UCC128 SHIPPING LABEL EXAMPLE

ZONE A	<b>From:</b> Vendor 123 Street Anytown ST 12345	<b>To:</b> Century 21 88 ADC 70 Enterprise Way Secaucus NJ 07094	ZONE B	
ZONE C	<b>Ship to Postal Code:</b> (420) 07094  	<b>CARRIER:</b> CARRIER NAME  PRO#:  B/L NUMBER 12312321231231	ZONE D	
ZONE E	<b>PO NUMBER: 123456</b> <span style="float: right;">1 of 20 Cartons</span> <b>DEPT: 000</b> <b>DIV: COSMETICS</b> <span style="float: right;">Carton QTY 50</span>			
	STYLE 12345	COLOR ABCD	SIZE 1BC	QTY 10
ZONE G	<b>MIXED CARTON</b> FLAT	<b>MARK FOR: 085</b>	ZONE H	
ZONE I	 (00) 0 0123456 123456789 6			

# LABEL PLACEMENT GUIDELINES

- Each carton is required to have one GS1-128 label.
- Labels must be placed on the longest side of the carton. For cartons with equal width and length dimensions, the longest side of the carton is considered to be the panel which runs parallel to the top flap seam of the carton.
- Place carton in an upright position. Barcode must be read vertically. Do not place sideways or diagonally.
- The bar code on the carton label is recommended to be 3 inches from vertical edge of the carton.
- Do not place the barcode over a flap seam or around the corners of a carton.
- Do not place tape or packing materials over any bar code.



**Do not wrap any bar code around a corner or a flap seam**

# PACKING LIST REQUIREMENTS FOR NON-EDI/ASN SHIPMENTS

Vendors shipping non EDI/non ASN shipments MUST provide a summarized packing list and email the packing slips to [packinglist@c21stores.com](mailto:packinglist@c21stores.com)

- Each packing list must have the below:
  - ❖ Vendor name and address
  - ❖ Purchase order number
  - ❖ Delivery Location number (Store or DC #)
  - ❖ Department number
  - ❖ Quantity detailed by vendor style, size and color, UPC
  - ❖ Carrier name
  - ❖ Total number of cartons in the order
  - ❖ Date Shipped
  - ❖ Weight
  - ❖ Carton classification (GOH/F)
  
- Packing lists must agree with contents of total shipment.
- When shipping via FedEx, each carton must have its own packing list
- Packing lists must be provided prior to shipment arriving at the distribution center
- Packing lists should only show the actual merchandise that is being shipped
- The packing list should not be used as a carton shipping label

YOUR LOGO  
HERE

*[Your Company Slogan]*

# PACKING LIST

[Your Company Name]

[Street Address]

[City, ST ZIP Code]

[Phone] [Fax]

[e-mail]

SHIP TO

[Name]

[Company Name]

[Street Address]

[City, ST ZIP Code]

[Phone]

VENDOR NUMBER

CARRIER NAME	CARRIER CODE

DATE SHIPPED	DELIVERY LOCATION NUMBER

DEPT	PURCHASE ORDER NUMBER	CARTON COUNT	WEIGHT	GOH/H

ITEM #	VENDOR STYLE	UPC	DESCRIPTION	COLOR DESCRIPTION	SIZE DESCRIPTION	QUANTITY
					<b>TOTAL QTY</b>	



# VENDOR MANAGEMENT

Vendor Management at Century 21 department stores highlights the issues that may slow the flow of merchandise getting to our stores and ultimately our customers. Our goal is to strengthen our partnerships so we can provide optimum service.

Below are categories and examples of incidents that we will be monitoring, continued violation will result in notification and may result in penalty.

<b>PACKING SLIP INCIDENTS</b>
INCORRECT PURCHASE ORDER ON PACKING LIST NO PURCHASE ORDER ON PACKING LIST NO DEPARTMENT ON PACKING LIST NO PACKING LIST ON CARTON
<b>CARTON INCIDENTS</b>
NO PURCHASE ORDER ON CARTON NO DEPARTMENT ON CARTON MULTIPLE PURCHASE ORDER PACKED IN SAME CARTON MISSING CARTON LABEL CARTON DOES NOT MEET SIZE REQUIREMENTS
<b>PURCHASE ORDER INCIDENTS</b>
SHIPPED PAST CANCEL DATE PURCHASE ORDER SHIPPED BEFORE EXPECTED START SHIP DATE
<b>ASN INCIDENTS</b>
ASN DATA DOES NOT MATCH PURCHASE ORDER ASN NOT RECEIVED BEFORE PRODUCT REACHES C21 DISTRIBUTION CENTER
<b>STYLE INCIDENTS</b>
NO STYLE NUMBER ON MERCHANDISE NO CARE LABEL NON COMPLIANT FUR LABEL
<b>TICKETING INCIDENTS</b>
MISSING/POOR QUALITY UPC TICKET

**SHIPPING LABEL INCIDENTS**

NO OR UNUSABLE SHIPPING LABEL (INCLUDING UCC128)  
SHIPMENT NOT LABEL AS "MIXED CARTON"

**SHIPPING INCIDENTS**

PURCHASE ORDER SHIPPED BEFORE START SHIP DATE  
PURCHASE ORDER SHIPPED AFTER CANCEL DATE  
INCORRECT CARRIER USED BASED UPON ROUTING INSTRUCTIONS

**INVOICING INCIDENTS**

MULTIPLE PURCHASE ORDERS ON AN INVOICE  
INVOICE NOT MATCHING ASN  
INVOICE NOT MATCHING PACKING LIST

# ACCOUNTS PAYABLE

## INVOICING:

Invoices should be sent via email to [apvendorgroup@c21stores.com](mailto:apvendorgroup@c21stores.com)

Disputes should be sent to [century21stores.accountspayable@givainc.com](mailto:century21stores.accountspayable@givainc.com)

-All payment disputes must be submitted in writing within six (6) months of check date

Mailed invoices should be sent to:

Century 21 Department Stores

1 Emerson Lane

Secaucus NJ 07094

Attn: Accounts Payable

For questions regarding invoicing, call our Accounts Payable Department at:

(212) 227-9092

## INVOICE REQUIREMENTS

- Complete vendor name
- Complete remit to name and address (Factor if applicable)
- Purchase order number
- Invoice Number
- Invoice Date
- Quantity detailed by vendor style, size and color
- Unit Cost for each item
- Extended cost for each item
- Department number
- Invoice total by quantity and amount

# STORE/DC LISTING

**SAWGRASS #07**

12801 WEST SUNRISE BLVD  
SUNRISE FL, 33323  
(954) 846-2120

**LINCOLN SQUARE #18**

1972 BROADWAY  
NEW YORK, NY 10023  
(212) 518-2121

**CITY POINT #26**

445 ALBEE SQUARE  
BROOKLYN, NY 11201  
(718) 246-2121

**GREEN ACRES #36**

2034 WEST CIRCLE DRIVE  
VALLEY STREAM, NY 11581  
(516) 333-5200

**JERSEY GARDENS #48**

651 KAPOWSKI ROAD  
ELIZABETH, NJ 07201  
(908) 351-1212

**CROSS COUNTY #52**

CENTRAL PARK AVE  
SPACE #0087  
YONKERS, NY 10704

**PHILADELPHIA #76**

MARKET STREET  
PHILADELPHIA PA 19107  
(215) 952-2121

**SDC #95**

70 ENTERPRISE AVE N  
SECAUCUS, NJ 07094

**DOWNTOWN NEW YORK CITY#10**

22 CORTLANDT STREET  
NEW YORK, NY 10007  
(212) 227-9092

**BROOKLYN #20**

472 86<sup>TH</sup> STREET  
BROOKLYN, NY 11209  
(718) 748-3267

**WESTBURY #30**

1085 OLD COUNTRY ROAD  
WESTBURY, NY 11590  
(516) 333-5200

**MORRISTOWN #40**

1 NORTH PARK PLACE  
MORRISTOWN NJ 07960  
(973) 401-9500

**PARAMUS #50**

200 BERGEN TOWN CENTER  
PARAMUS, NJ 07652  
(201) 490-2000

**REGO PARK #60**

61-35 JUNCTION BLVD  
REGO PARK, NY 11374  
(718) 699-2121

**HDC#85**

21 CENTURY WAY  
SECAUCUS, NJ 07094

**ADC#88**

ONE EMERSON LANE  
SECAUCUS NJ, 07094

**C21 EDITION #22**

2655 RICHMOND AVE  
STATEN ISLAND NY 10314

# CONTACTS PAGE

If you have any questions regarding anything in the vendor standards manual contact **Vendor Relations** at [vendorrelations@c21stores.com](mailto:vendorrelations@c21stores.com) or call **(201) 348-2252 x7377**

If you have any questions regarding invoicing or vendor set up contact **Accounts Payable** at **(212) 227-9092**

If you have any appointment scheduling or traffic related questions contact **(201) 348-2252, ext. 7101/7161** or email [dcreceivingappointments@c21stores.com](mailto:dcreceivingappointments@c21stores.com)



## **ROUTING AND SHIPPING INSTRUCTIONS**

As part of our ongoing process of improving service to ensure the inventory we purchase gets to our DCs as fast and as efficiently as possible, beginning in April 2018, C21 Stores has partnered with Transplace to assist in the routing, optimization, and tracking of all C21 domestic shipments to our DCs and stores.

## **BILL OF LADING REQUIREMENTS**

When shipping via Transplace, the Transplace BOL must be used or completed using the Transplace information. For all other shipments, the VICS standard BOL should be used.

The Bill of Lading must contain the following information:

- All purchase orders for the shipment
- Total carton count for shipment
- Total carton count by purchase order
- National Motor Freight Classification
- Sub Classification with the appropriate weight and cartons
- BOL date

## **SHIPMENT REQUIREMENTS/SPECIFICATIONS**

- Buyers/Buying Offices are not authorized to make any changes to routing and shipping instructions. Any changes need to be approved through Vendor Relations
- All cartons and weights shipped within 48 hours from one location to a Century 21 facility must be combined on one Master Bill of Lading with a shipping manifest
- Each purchase order must be packed in separate cartons
- Goods must be shipped in accordance with the definitions in the shipment terms and definitions in the Vendor Standards Manual.
- Any deviations from these instructions must be individually authorized by the Traffic Department **prior** to shipment

## **DIRECT TO STORE SHIPMENTS**

Each purchase order to be delivered directly to a Century 21 store location, and contains more than 10 cartons, must be separated from other purchase orders and stretch wrapped to pallets before it is given to the carrier.

# BILL OF LADING EXAMPLE

VICS Standard BOL: WWW.VICS.ORG For Complete VICS BOL Guideline Information

Date: _____		<b>BILL OF LADING</b>			Page _____			
<b>SHIP FROM</b>				Bill of Lading Number: _____  <div style="text-align: center; font-size: 2em; color: gray;">BAR CODE SPACE</div>				
Name: _____		Address: _____						
City/State/Zip: _____		SID#: _____		FOB: <input type="checkbox"/>				
<b>SHIP TO</b>				CARRIER NAME: _____ Trailer number: _____ Seal number(s): _____				
Name: _____		Location #: _____						
Address: _____		City/State/Zip: _____		FOB: <input type="checkbox"/>				
CID#: _____		Pro number: _____		<div style="text-align: center; font-size: 2em; color: gray;">BAR CODE SPACE</div>				
<b>THIRD PARTY FREIGHT CHARGES BILL TO:</b>								
Name: _____		Address: _____		Freight Charge Terms: <i>(freight charges are prepaid unless marked otherwise)</i> Prepaid _____ Collect _____ 3 <sup>rd</sup> Party _____  <input type="checkbox"/> (check box) Master Bill of Lading: with attached underlying Bills of Lading				
City/State/Zip: _____		SPECIAL INSTRUCTIONS: _____						
<b>CUSTOMER ORDER INFORMATION</b>								
CUSTOMER ORDER NUMBER	# PKGS	WEIGHT	PALLET/SLIP (CIRCLE ONE)		ADDITIONAL SHIPPER INFO			
			Y	N				
			Y	N				
			Y	N				
			Y	N				
			Y	N				
<b>GRAND TOTAL</b>								
<b>CARRIER INFORMATION</b>								
<b>HANDLING UNIT</b>		<b>PACKAGE</b>		WEIGHT	H.M. (X)	COMMODITY DESCRIPTION <small>Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Section 2(e) of NMFC Item 360</small>	<b>LTL ONLY</b>	
QTY	TYPE	QTY	TYPE				NMFC #	CLASS
<b>GRAND TOTAL</b>								
Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: "The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____."						COD Amount: \$ _____ Fee Terms: Collect: <input type="checkbox"/> Prepaid: <input type="checkbox"/> Customer check acceptable: <input type="checkbox"/>		
<b>NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. § 14706(c)(1)(A) and (B).</b>							The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.  _____ Shipper Signature	
RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.								
<b>SHIPPER SIGNATURE / DATE</b> This is to certify that the above named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the U.S. DOT.		<b>Trailer Loaded:</b> <input type="checkbox"/> By Shipper <input type="checkbox"/> By Driver		<b>Freight Counted:</b> <input type="checkbox"/> By Shipper <input type="checkbox"/> By Driver/pallets said to contain <input type="checkbox"/> By Driver/Pieces		<b>CARRIER SIGNATURE / PICKUP DATE</b> Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the U.S. DOT emergency response guidebook or equivalent documentation in the vehicle.  <i>Property described above is received in good order, except as noted.</i>		



## **DELIVERY APPOINTMENTS PREPAID SHIPMENTS**

- It is the vendor's responsibility to schedule delivery appointments based upon the purchase order terms
- Delivery appointments can be made calling (201) 348-2252 x 7101 or 7161 or emailing [dcreceivingappointments@c21stores.com](mailto:dcreceivingappointments@c21stores.com)
- Appointments need to be scheduled **before** 3 pm for next day delivery
- The Appointment Office hours are 8:00 am – 4:30 pm (EST)
- Delivery will not be accepted without an appointment at least 24 hours in advance.
- Vendor's House Trucks and Common Carriers must contact the appropriate receiving department with all applicable purchase orders numbers referring to the delivery.
- Appointments are to be made with the appropriate receiving department. Please refer to the Store/DC List for address and phone information.

## **SHIPMENTS FROM CALIFORNIA**

- Non-prepaid shipments from CA ZIP codes 90001 – 94999 should be shipped Prepaid to our Consolidator, Collect Beyond. Please call TRANSPLACE at (866) 895-5608 or email [century21\\_traffic@transplace.com](mailto:century21_traffic@transplace.com) to schedule a delivery or pick-up.
- Non-prepaid shipments from CA ZIP codes beginning with 950-962 should be shipped via TRANSPLACE. Please call Transplace at (866)-895-5608 or email [century21\\_traffic@transplace.com](mailto:century21_traffic@transplace.com) to schedule a delivery or pick-up

## **DELIVERIES TO WRONG LOCATIONS**

Vendors that ship an order to a location other than the "SHIP TO" location specified on the order or order transmission, without specific written instructions from the Century 21 Department Stores Traffic Department, will be responsible for all re-consignment charges from the carrier.

## **DELIVERY REFUSALS**

Shipments may be refused for the following reasons:

- Attempts to deliver without a scheduled appointment.
- Purchase orders not on file.
- Shipments arrive at the DC outside of the shipping window on the vendor portal purchase order verification tool.

## SMALL PACKAGE SHIPMENTS

- Shipments having a total combined weight of less than 150 lbs. and fewer than 10 Cartons must be shipped via a Century 21 Department FEDEX Ground when Century 21 is responsible for the freight.
- Our routing chart (see Appendix A), designating carrier by state of origin, must be utilized when Century 21 Department Stores is responsible for all or any part of the freight charges
- Cartons shipped FedEx must meet all carton size and construction requirements on page 9 of this Vendor Standards Manual.
- All FedEx charges are to be processed “Bill 3rd Party” when manifesting cartons FedEx.
- The Century 21 purchase order number must be included in reference field #1 on the manifest.

## GENERAL SHIPPING NOTES

- Updated small package ground account information should be obtained by calling (201) 348-2252 x 7101/7161 or emailing “dcreceivingappointments@c21stores.com”
- When contacting the carrier in Designated Carrier Listing (Appendix A), please specify how many pallet spaces the shipment fills.
- If a designated carrier does not service your area, please contact Transplace for special routing instructions at 866-394-0938 or by emailing “Century21\_traffic@transplace.com”
- The pallet height should not exceed 7ft.
- Shipments having a total combined billable weight in excess of 500 lbs. please Call Transplace for routing instructions
- **Reminder:** Century 21 purchase order dates are defined in the shipment terms and definitions of the Vendor Standards Manual. If you are not shipping where the carrier can receive within the shipping window, you must contact Century 21
- Orders shipped outside of the shipping window will be refused with freight charges reverting to the shipper.
- Freight charges must **not** be prepaid and added to the merchandise invoice.
- Please refer to the purchase order terms on page 5, for definition of the C21 shipping window.

# DESIGNATED CARRIER CHART

## APPENDIX A

STATE	CARRIER UNDER 150 LBS UNDER 10 CARTONS	CARRIER 150 - 500 LBS	CARRIER OVER 500 LBS OR OVER 500 DIMENSIONAL WEIGHT	INTRANSIT DAYS (BUSINESS DAYS)
ALABAMA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	4-7 DAYS
ALASKA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	10-15 DAYS
ARIZONA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
ARKANSAS	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	4-7 DAYS
CALIFORNIA ZIP CODES 90001-94999	FEDEX GROUND	PREPAID TO CONSOLIDATOR (TRANSPLACE) COLLECT AND BEYOND	PREPAID TO CONSOLIDATOR (TRANSPLACE) COLLECT AND BEYOND	7-10 DAYS
CALIFORNIA ZIP CODES 950-962	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	7-10 DAYS
CANADA	FEDEX GROUND	TRANSPLACE	TRANSPLACE	7-10 DAYS
COLORADO	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	4-7 DAYS
CONNECTICUT	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
DELAWARE	FEDEX GROUND	TRANSPLACE	TRANSPLACE	1-3 DAYS
DISTRICT OF COLUMBIA	FEDEX GROUND	TRANSPLACE	TRANSPLACE	1-3 DAYS
FLORIDA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	4-7 DAYS
GEORGIA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	4-7 DAYS
HAWAII	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	10-15 DAYS
IDAHO	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS

<b>STATE</b>	<b>CARRIER UNDER 150 LBS UNDER 10 CARTONS</b>	<b>CARRIER 150 - 500 LBS</b>	<b>CARRIER OVER 500 LBS OR OVER 500 DIMENSIONAL WEIGHT</b>	<b>INTRANSIT DAYS (BUSINESS DAYS)</b>
ILLINOIS	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
INDIANA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
IOWA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
KANSAS	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
KENTUCKY	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-6 DAYS
LOUISIANA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	4-7 DAYS
MAINE	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
MARYLAND	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	1-3 DAYS
MASSACHUSETTS	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
MICHIGAN	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
MINNESOTA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
MISSISSIPPI	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	4-7 DAYS
MISSOURI	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
MONTANA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
NEBRASKA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
NEVADA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	7-10 DAYS
NEW HAMPSHIRE	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS

<b>STATE</b>	<b>CARRIER UNDER 150 LBS UNDER 10 CARTONS</b>	<b>CARRIER 150 LBS – 500 LBS</b>	<b>CARRIER OVER 500 LBS OR OVER 500 DIMENSIONAL WEIGHT</b>	<b>INTRANSIT DAYS (BUSINESS DAYS)</b>
NEW JERSEY WITHIN NYC/NJ COMMERCIAL TRADE ZONE	SHIP PREPAID	SHIP PREPAID	SHIP PREPAID	1-3 DAYS
NEW JERSEY ALL ZIP CODES OUTSIDE NYC/NJ COMMERCIAL TRADE ZONE	FEDEX GROUND	TRANSPLACE	TRANSPLACE	2-5 DAYS
NEW MEXICO	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
NEW YORK WITHIN NYC/NJ COMMERCIAL TRADE ZONE	SHIP PREPAID	SHIP PREPAID	SHIP PREPAID	1-3 DAYS
NEW YORK ALL ZIP CODES OUTSIDE NYC/NJ COMMERCIAL TRADE ZONE NYC BOROUGHS LONG ISLAND, SOUTHERN NY STATE (NASSAU, SUFFOLK, ORANGE, PUTNAM, WESTCHESTER, DUCHESS COUNTIES)	FEDEX GROUND	TRANSPLACE	TRANSPLACE	1-3 DAYS
NEW YORK UPSTATE AND POINTS NOT LISTED	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
NORTH CAROLINA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-6 DAYS
NORTH DAKOTA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
OHIO	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
OKLAHOMA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
OREGON	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	7-10 DAYS
PENNSYLVANIA ZIP CODES 179-196	FEDEX GROUND	TRANSPLACE	TRANSPLACE	1-3 DAYS

<b>STATE</b>	<b>CARRIER UNDER 150 LBS UNDER 10 CARTONS</b>	<b>CARRIER 150 LBS – 500 LBS</b>	<b>CARRIER OVER 500 LBS OR OVER 500 DIMENSIONAL WEIGHT</b>	<b>INTRANSIT DAYS (BUSINESS DAYS)</b>
PENNSYLVANIA ALL OTHER ZIP CODES	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	1-3 DAYS
RHODE ISLAND	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
SOUTH CAROLINA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-6 DAYS
SOUTH DAKOTA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
TENNESSEE	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-6 DAYS
TEXAS	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	4-7 DAYS
UTAH	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
VERMONT	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	2-5 DAYS
VIRGINIA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-6 DAYS
WASHINGTON	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	7-10 DAYS
WEST VIRGINIA	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-6 DAYS
WISCONSIN	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS
WYOMING	FEDEX GROUND	FEDEX GROUND	TRANSPLACE	3-7 DAYS

## DESIGNATED CARRIER ADDRESS & TELEPHONE INFORMATION

### FEDERAL EXPRESS GROUND (FEDEX)

- Call the FedEx Activation desk at (866) 883- 9290 Monday thru Friday, 8 am to 5pm CST
- All FedEx Ground shipments are to be billed to the FedEx account numbers that correspond with their respective locations using the Third Party billing option. Account numbers may be attained (201) 348-2252 x 7101/7161 or emailing [dcreceivingappointments@c21stores.com](mailto:dcreceivingappointments@c21stores.com) or [vendorrelations@c21stores.com](mailto:vendorrelations@c21stores.com)
- **IMPORTANT:** The **minimum average** carton weight for FedEx Ground should be **18 pounds per carton per shipment.**

### TRANSPLACE

- For assistance with TRANSPLACE Call (866)895-5608 or email [C21\\_traffic@transplace.com](mailto:C21_traffic@transplace.com)
- For all TRANSPLACE collect shipments must be consigned/ shipped to the Century 21 Department Stores' name and corresponding address.