*This manual should be used in conjunction with the requirements/guidelines outlined on the URBN Vendor Website*
http://www.urbnvendor.com/

All Instructions outlined in the URBN Global PLM User Manual apply to ALL POs issued to any URBN region, unless a specific region and/or Import/Domestic status is specified in the instructions.

URBN regions include US, EU, and China – the region can be identified by referring to the Ship To address on the PO.

*The ship to address can be found on the PO report. Please see PG. 10.
Table of Contents

How to Log In.................................................................4

How to Update Vendor Information ..................................5
  How to Update Vendor Address and Contact Information .............5
  How to Update Billing and Banking Information .......................5

URBN PLM Dashboard ....................................................6
  Vendor Tasks + Vendor Tools ............................................6
  Packing List Management .................................................7
  Search – PO, Packing List, Invoice ...................................7
  How to Return to the Dashboard or Previous Screen ..................7

The Purchase Order..........................................................8
  PO Notification ..................................................................8
  How to find your PO .......................................................8
  How to Download, Save, and/or Print a PO .............................10
  How to Enter the Country of Origin and Accept a PO ................10
  How to Request a Change on a PO ......................................13
  How to Review the Revisions made to a PO .........................14
  How to Find any PO .......................................................15

Customs Description Requirements ....................................16
  How to Enter a Customs Description ..................................16
  How to Revise a Customs Description ................................18

How to Build a Packing List ..............................................19
  STEP 1: Create the Packing List .......................................19
  STEP 2: Create a Booking – US Purchase Orders Only ..............22
  STEP 3: Fill Out Packing List Details ..................................23
    Fill Out Carton Sizing Section – US Import Purchase Orders Only ..24
    How to Fill Out Carton Sizing Section with More than 6 Carton Sizes ..25
    Enter Manufacturer ID ..................................................26
  STEP 4: Save & Submit Packing List ...................................27
  STEP 5: Print Packing List ...............................................28
  STEP 6: Print Carton Labels ..............................................29
    How to Print Multiple or ALL Carton Labels .......................29
    How to Delete a Carton Label ........................................30
  Step 7: Send ASN to URBN .............................................31

How to Generate the Invoice ............................................33
  How to Submit an Invoice for Payment ................................34

Other Packing List Functions .............................................35
  How to Search for an Existing Packing List ...........................35
  Copy Line(s) ..................................................................35
  Building a Mixed SKU Carton ...........................................37
  Deleting a Row from the Packing List ..................................39
  Add a Deleted Line Back to the Packing List .........................39
  Deleting a Packing List ...................................................40
  Reset PO to Build a New Packing List ................................41
  How to Resolve an Out of Tolerance Packing List ....................42
  Modifying an Already Submitted Packing List .......................42
Other Invoice Functions ............................................................................................................. 43
How to Download/Print the Invoice .......................................................................................... 43
How to Enter Adjustments on the Invoice ................................................................................ 43
How to put Multiple POs on one Invoice .................................................................................. 44
Making an Update to the Packing List after the Invoice has been Created ............................ 45
Adding VAT to your Tradestone Commercial Invoice – EU Vendors Only ............................. 46

Tradestone Frequently Asked Questions ................................................................................. 50
“How do I update the Country of Origin (COO) after I’ve accepted my PO?” .............................. 50
“I can’t find my PO in the Packing List Builder. What do I do?” ............................................. 50
“I can’t find my PO in the Packing List Builder OR Search for Existing Packing Lists query. What do I do?” ................. 50
“How do I create a mixed carton?” ......................................................................................... 50
“How do I pack the same SKU in cartons of different quantities on my packing list?” .............. 51
“I can’t print my UCC-128 carton labels. Why not?” ............................................................... 51
“My UCC-128 carton labels are incorrect. What do I do?” ....................................................... 51
“I can’t generate an invoice. Why not?” .................................................................................. 51
“How can I tell if I have already generated an invoice?” ....................................................... 52
“Can I include more than one PO on a packing list?” ............................................................. 52
“What do I do if the packing list, carton labels, and/or invoice sent with my domestic OR import shipment are incorrect?” ........................................................................................................ 52
How to Log In

To access the URBN PLM platform, go to: https://tradestone.urbanout.com

Enter the Username and Password provided by your URBN vendor relations team at the time of registration. Your User ID will always contain your vendor ID# (xxxxx) in the following format:

User ID: ven-xxxxx-01

Be sure to type the exact User ID and password provided in the welcome letter, including the “ven” and all dashes. The system may prompt you to change your password upon logging in for the first time.

Once logged in successfully, you will arrive to the Dashboard.

If you have difficulty logging in, please first clear your browsing history, cookies, and cache in your browser settings – you can also try a different browser. If you are in need of further assistance, please contact Vendor Relations.

*Contacts are provided on the URBN Vendor Website, specific to the region in which you are doing business.
How to Update Vendor Information

How to Update Vendor Address and Contact Information

Vendors are responsible for ensuring profile information in Tradestone is accurate and up to date. Vendors have the capability to update contact and company/ticketing address information manually, without the assistance of Vendor Relations.

Please follow instructions pertaining to the region (US/EU/CN) that you are doing business with, by using the following link on the URBN Vendor Website to update contact/address information.

EU: http://www.urbnvendor.com/uk/tradestone-vendor-profile-update-instructions/
CN: http://www.urbnvendor.com/cn/tradestone-training/

How to Update Billing and Banking Information

Please follow the instructions pertaining to the region (US/EU/CN) that you are doing business with, by using the following link on the URBN Vendor Website to update Billing and/or Banking information.

CN: http://www.urbnvendor.com/cn/tradestone-training/
**URBN PLM Dashboard**

The vendor Dashboard is shown below.

*NOTE – You will have additional queries on your dashboard if you have registered for a Bamboo Rose Key in order to use the PLM Design Center. If you are an Ownbrand vendor and do not have access to the PLM Design Center for Tech Speck, Fit Eval, etc. and believe you should, please contact your Production Coordinator.

![Dashboard Screenshot]

**Vendor Tasks + Vendor Tools**

The **Vendor Tasks** area on the dashboard will allow you to monitor your workload. These are tasks that URBN requires you to complete prior to building your packing list.

*NOTE –* Check the **Accept New/Revised PO’s** query regularly, with or without a notification. Not all changes to PO’s will generate an automatic notification email. It is a vendor’s responsibility to be aware of all PO’s issued and any changes that have been made.

The **Vendor Tools** area on the dashboard will contain other tools that you may need to use when processing orders.
**Packing List Management**

**Packing List Builder** is where you go to start a new packing list. *If a packing list has already been created, you will receive an error message that the PO number has returned no results. Use Search for Existing Packing List(s) in that case.*

**Search for Existing Packing List(s)** is where you will search for a packing list that you have already created using the Packing List Builder. You will use this query to search for a PL even if it is still in DRAFT status. If your PO does not appear in the Packing List Builder, please be sure to check the Search for Existing Packing List(s) query.

**Search – PO, Packing List, Invoice**

On the left side of the dashboard is the Search section. You can use these queries to search for existing orders, packing lists or invoices. Search by using your PO, PL or invoice number.

**New PO’s that have not been accepted can ONLY be found in the Accept New/Revised PO’s query**

**How to Return to the Dashboard or Previous Screen**

To return to the previous screen from a query, select Search List; to return to the home screen/dashboard select the URBN PLM logo.

*Never select the back button on your browser or the system will automatically log you out.*
The Purchase Order

**PO Notification**

When a new or revised PO is issued an email will be sent alerting you to sign into TradeStone and acknowledge the PO. *(see below for example)*

![PO Notification Example]

**How to find your PO**

All **new or revised PO's** awaiting a vendor’s acceptance can be accessed in the **Accept New/Revised PO’s** query under Vendor Tasks.

*NOTE* – You may select the refresh button on the right-hand side of “Vendor Tasks” to add a counter for the number of POs or styles in each of the below queries.

Selecting the **Accept New/Revised PO’s** query will open a list of POs requiring attention from the vendor.

To enter into the PO screen to view PO details, select the underlined PO # under the Search List heading.
The “Vendor Status” column signifies the status of the PO (you may have to scroll to the right to view this column).

**NEW:** The PO has been raised and approved by URBN but has yet to be accepted by vendor.

**URBN REVISION:** PO has been revised (and re-approved) by URBN and requires vendor acceptance.

You may also search for a particular PO number in the *Accept New/Revised PO’s* query.

Type the PO # in the “Purchase Order” field, then select *Search*.

You will see the PO appear in the Search List:
How to Download, Save, and/or Print a PO

An order can be downloaded, saved, and/or printed at any time. PO’s may be easier to view in a printed format. Please select the Reports dropdown menu and select PO Report. A PDF of the PO will appear with the option to print or save.

How to Enter the Country of Origin and Accept a PO

The URBN Status below is APPROVED. This means the URBN team has approved the PO on their end making it available for vendor acceptance. You will see below that the Vendor Status is NEW (may show URBN Revision if the PO has been revised since being raised). Now it is time for the vendor to enter the COO and accept the PO!
The Country of Origin (COO) must be entered before a PO can officially be accepted. COO is required of ALL URBN vendors - domestic and import.

**The Country of Origin is the country in which your product was manufactured**

To select the Country of Origin, select the \( \text{next to the COO field in the PO screen:} \)

A pop-up window will appear with all acceptable country of origin codes. Use the arrows to scroll through the pages to find the correct COO or begin to type the country name in the “description” field and select **Search**. Once the desired COO is found, select the underlined country code. This will populate the COO field on your PO.

Select **SAVE** once the COO code is visible in the field.

If the items on your PO do not all share the same COO, you can change the COO on each individual row. Please note that **you still need to have a COO entered at the header level as well.**

*(You should choose the COO that is represented most often on the PO to enter in the header level. If the COO’s are represented equally, choose either COO.)*
After the COO is selected and saved, the PO may be accepted. To accept a PO, select the Vendor Accept PO button.

Two things will happen:
1. The Vendor Status will switch to ACCEPTED.
2. The PO will move out of the Accept New/Revised PO’s query since it is no longer waiting a vendor’s acceptance.

If these two things fail to occur, select Vendor Accept PO again.

An accepted PO can be found in the Search – Order(s) query going forward. If you need to retrieve the order after it has been accepted, go to the Search section on the far left-hand side of the dashboard and select Order(s).
How to Request a Change on a PO

Market Vendors: Please send any PO revision requests directly to the buying team. The buying team will **not** be notified of requests using the below process.

Ownbrand Vendors: Please use the below process *if* your production team has requested that revisions be communicated in this way.

A change can be requested to a PO at any time, even after it has been accepted. To request a change:

1. **Select View then Order Comments**

2. **Select New Comment**

3. Type your requested revision and select **Post**.

4. Close the comment window once it’s posted and select the **Vendor Request Change** button. The production coordinator will then receive an alert to log into Tradestone to see what change is being requested.

*NOTE – If you do not select Vendor Request Change, production will not receive this request.*
5. URBN will then respond to the request and/or revise the PO. If URBN responds but does not revise the PO, the Vendor Status will change to “Urban Response” and the PO will return to the Accept New/Revised PO’s query. You can view URBN’s response by selecting the View dropdown menu and choosing Order Comments. The vendor will need to re-accept the PO.

6. When URBN chooses to revise a PO, a notification will be sent to the vendor alerting them to log into Tradestone to view the revised PO. The PO will be in the Accept New/Revised PO’s query. The Vendor Status is now URBN Revision and the PO will need to be re-accepted by the vendor.

The purpose of requesting revisions in Tradestone is so the messages stay with the PO for its entire life cycle.

How to Review the Revisions made to a PO

Revisions to any of the following details on a PO made before the PO Ship Date will cause the PO to change to a Vendor Status of URBN REVISION.

- Ship Date
- FOB Point
- Cancel Date
- Ship Mode
- Deliver To
- Anticipate Date
- FOB price
- No of units or prepack

When any of the above fields are revised, the date and type of revision will post to a “History” box on the Purchase Order. Please review this field to refer to which detail(s) have changed. You will need to re-accept any POs in a Vendor Status of URBN REVISION by using the Accept New/Revised PO’s query on your Tradestone Dashboard.
The below is an example of the PO History Box where the FOB Point has been revised. You can also see the Vendor Status is URBN REVISION. This PO still needs to be re-accepted by selecting **Vendor Accept PO**.

For further detail regarding PO history and revisions, Change Tracking is available. To use Change Tracking, from the PO screen, select **View then Change Tracking**.

In the Change Tracking Viewer below, you will notice the FOB Point change as well as the Vendor Status change from ACCEPTED to URBN REVISION.

Select [to return to the PO screen from the Change Tracking Viewer.](image)

If a buyer enters a comment with the change, the comment can be viewed by selecting **View then Order Comments**.

**How to Find any PO**

A PO can be found in the **Search – Order(s)** query **after** it has been accepted. If you need to retrieve the order after it has been accepted, go to the Search section on the far left-hand side of the Dashboard and select **Order(s)**.
You can search by PO # or use any other search filter shown below. If you would like to see all PO’s that have been issued to your account which have been accepted, select Show All.

Example: To see any orders with a cancel date in the future, you can use the Cancel Date search field – select Greater than or equal to, then select the current date and select Search.

**Customs Description Requirements**

A critical URBN initiative is ensuring all product – whether purchased domestically or internationally – includes the following:

- Customs Description – a description of the goods clearly defining the item for Customs
- HTS # - the “Harmonized Tariff” code that classifies the item for Customs

The vendor is responsible for entering the customs descriptions prior to shipping. The URBN customs team is responsible for entering the HTS codes.

You should be entering your customs description after you’ve accepted your Purchase order, and prior to creating the packing list.

*NOTE – Domestic/landed POs do not require HTS code assignment prior to shipment – it is acceptable to ship these POs without HTS codes on the Tradestone invoice.*

*NOTE – Import POs do not require HTS code assignment prior to shipment – it is acceptable to ship these POs without HTS codes on the Tradestone invoice; the HTS Code will be assigned by the URBN customs team any time prior to customs clearance.*

**How to Enter a Customs Description**

*Before entering your customs description(s), please be sure to consult the customs description page on urbnvendor.com to ensure an accurate entry.*

On the Dashboard, under Vendor Tasks is the **Enter Customs Description** query. This is where you will go to enter the customs descriptions.

1. Select the Enter Customs Descriptions query.
2. Vendors are only required to enter the customs description for a style one time, so any styles **missing** a customs description will appear in the **Enter Customs Description** query.

3. In the “Customs Description” field, enter a description of the goods to satisfy customs requirements. *(Detailed customs description requirements can be found on urbnvendor.com)*

*NOTE – A style will appear in the query for every PO which includes the style. You only need to enter the customs description in one of the “customs description” fields for that style. Then, after you’ve entered the customs description and SAVE, the style will fall out of the query.*

4. Once your customs descriptions have been entered for each unique style, select **Save**.

After you save, you **may** receive the below alert:

```
Saved Successfully.
Incomplete information to cost - Price must have a value.
```

Please ignore the “**Incomplete information to cost - Price must have a value portion**”. This is a message for internal use by URBN only.

Once the customs descriptions have been successfully entered, the HTS codes will be assigned by URBN’s customs team in advance of clearing customs.
# How to Revise a Customs Description

1. If you’ve entered a customs description, and it has since changed or needs to be amended, you may do so by using the **Revise Customs Description** query.

   ![Screenshot of Vendor Tasks]

   - **Vendor Tasks**
     - Accept New/Revised POs
     - Search All PO's
     - Enter Customs Description
     - **Revise Customs Description**

   *NOTE – The **Revise Customs Description** query will only include styles with a complete customs description but NO HTS assignment. Customs descriptions cannot be altered in Tradestone after the HTS# has been assigned by the URBN Customs team.*

   - Please contact the URBN customs team (contacts included on the URBN Vendor Website) for assistance in updating the customs description if your style is not available in the **Enter Customs Description** OR **Revise Customs Description** query. Please remember to check BOTH queries for your style before contacting the URBN Customs Team.

2. Using the **Revise Customs Description** query, search for the style you would like to revise. Once located, re-enter the correct customs description in the “Customs Description” field.

3. **Select Save.**

![Screenshot of Search List]

   - **Search List**
   - **Vendor Style**
   - **Style Description**
   - **Brand**
   - **Customs Description**
   - **Agent**
   - **Agent Name**
   - **Vendor**
   - **Vendor Name**
   - **Ship Date**

   - **WOMENS WOVEN JACKET 80% COTTON, 20% POLYESTER**
   - **WOMENS KNIT BLOUSE 100% COTTON**

   - **JACKET - C**
   - **BLOUSE - A**

   - **12345**
   - **SUN CO.**

   - **01/15**

Failure to enter a customs description or failure to enter an **accurate** customs description may result in a chargeback to the vendor.

*NOTE – Domestic/landed POs do not require HTS code assignment prior to shipment – it is acceptable to ship these POs without HTS codes on the Tradestone invoice.*

*NOTE – Import POs do not require HTS code assignment prior to shipment – it is acceptable to ship these POs without HTS codes on the Tradestone invoice; the HTS Code will be assigned by the URBN customs team any time prior to customs clearance.*
How to Build a Packing List

Please follow ALL steps to ensure you complete the packing list.

*NOTE – if you are working with URBN in multiple regions (US/EU/CN), you may be Domestic for one region and Import for another. Please be sure to follow the requirements based on your Domestic/Import term according to each PO region.

**STEP 1: Create the Packing List**

* There **may not** be more than one PO on a PL. **Each PO needs its own PL.**
* POs are not permitted to be split shipped (unless approved in advance via Email by the buying team). As a result, **there may only be one PL per PO.**

Once a PO has been accepted and you are ready to build the packing list, select **Packing List Builder** on the Dashboard.

On the Packing List Builder screen, enter the PO # you are working on and select **Search**.
Your PO should appear in the “Record(s) Available” section on the left. **If it does not, please see PG. 22.** Move all items over to the “Record(s) Selected” side by selecting the double arrows that point to the right.

After all items from your PO have been moved over to the right, select **Build**.

*In the event that you have more than 25 SKUs on a single PO, you will need to move multiple pages of records over to the right side before selecting Build. See below for instructions. If you do not have more than 25 SKUs on one PO, you may skip to the next step ([Step 3: Fill out Packing List Details](#)).*

1. Move first page of SKUs over to the right side.
2. Select the right arrow to navigate to the next page of SKUs.

3. Once on the second page, you will see the next page of SKUs on the left-hand side, and the first page of SKUs already moved over on the right-hand side. Select the double arrows to move the left-hand side over.

4. Once ALL pages of SKUs have been moved over to the right, select Build.

After selecting Build, you will be taken to the packing list screen.
*NOTE – If your PO does not appear in the “Record(s) Available” section of the Packing List Builder, please see below:

There are only 2 reasons why a PO would not return search results:

1. **The PO is not in APPROVED/ACCEPTED status on URBN/Vendor side.** Always verify the PO is in "APPROVED /ACCEPTED" status before attempting to build a packing list. You can find any POs in a New or Revised Status in your Accept New/Revised POs query.

2. **A packing list has already been created OR has been created and deleted.** Always verify if a packing list has already been created by check the Search for Existing Packing List(s) query. In the event there is no packing list, the status of the PO will need to be switched from PACKED to NEW to create a new packing list. *Reference the Reset PO to Build a New Packing List section for directions on how to switch a PO status from PACKED to NEW.*

**STEP 2: Create a Booking – US Purchase Orders Only**

You have now created a blank draft of the packing list. You will use your Packing List Number to create a booking if you are working with a URBN designated freight forwarder. Your packing list number can be found here.

Please consult the routing guide on urbnvendor.com for further instructions on how to create your booking. If you are prepared to fill out and complete your packing list now, please proceed to Step 3. If you are not prepared to fill out your packing list at this time, you can find your packing list again to complete it by using the Search for Existing Packing List(s) query on your Tradestone Dashboard and searching by PO number.
STEP 3: Fill Out Packing List Details

The following sections will need to be filled out on the packing list based on the Ship To location on your Purchase Order – Either US, EU, or CN. You will also need to refer to the Import/Domestic status on your Purchase Order. Each requirement is explained below.

<table>
<thead>
<tr>
<th></th>
<th>US - Domestic</th>
<th>US - Import</th>
<th>EU - Domestic</th>
<th>EU - Import</th>
<th>China</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qty/Carton</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Start Carton</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td># Cartons</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>End Carton</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Cargo Ready Date</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Shipped from Zip code</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Est. Gross Weight</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>UM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carton Sizing</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Manufacturer ID</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*NOTE – You may need to see Other Packing List Functions in addition to reviewing the below if you are packing a mixed carton or need to copy a line:

- **Mixed Carton:** refers to multiple SKU’s (sizes and/or colors) combined and packed together in the same carton.
- **Copy Line(s):** The “Copy Line(s)” button is to be used when there are extras or overruns of a SKU, or the SKU is being packed in cartons of different quantities.

- **Qty/Carton** ✗ ✗ ✗ ✗ ✗ – The number of units packed in the carton for the specific row (SKU)
  - Prepack: Please enter the number of PPKS in each carton, not the number of individual units
- **Start Carton** ✗ ✗ ✗ ✗ ✗ – The Start Carton is the first carton number for the specific row you are working on.
  - Your first row should always begin with Start Carton #1. Do NOT enter a preceding 0. For example, use “1” for the first carton, not “01”.
- **# Cartons** ✗ ✗ ✗ ✗ ✗ – The number of cartons for the specific row. This is NOT the total number of cartons for the order if the packing list has more than one carton.
- **End Carton** ✗ ✗ ✗ ✗ ✗ – The last carton number for the specific row you are working on. This value may automatically populate if it does not, enter manually.
- **Cargo Ready Date** ✗ ✗ ✗ ✗ ✗ – The date the goods will be handed over to freight forwarder
- **Shipped from Zip Code** ✗ – the US zip code from where the PO is being shipped
  - If you are an international vendor acting as a domestic vendor (the Importer of Record) to the US, please enter 99999 (international prepaid) as the Shipped from Zip Code.
• **Est. Gross Weight** × × × – indicates the Estimated Gross Weight of the entire shipment. If carton sizing is entered, this field will auto-populate. If carton sizing is not entered, this will need to be manually filled in.

• **UM** × – specifies the Unit of Measure (Lbs. or Kgs.)

• **Carton Sizing** × × × – the dimensions and weight of the cartons.
  – See [here](#) for further instructions to enter carton sizing information.

• **Manufacturer ID** × × × – indicate the factory that will be producing your goods.
  – See [here](#) for further instructions to enter Manufacturer ID information

---

**Fill Out Carton Sizing Section – US Import Purchase Orders Only**

1. Place your cursor in the first empty Carton Code field. Select the search icon to access the full list of codes.

2. Select a unique carton code based on your unit of measure (metric or imperial) by selecting an underlined Carton Code. It is not required that the codes be selected in sequential order. Codes starting with MET will use METRIC units of measure while codes starting with IMP will show IMPERIAL units of measure. If there is more than one carton size, the codes selected must be unique. For example: MET1 can only be used for that specified carton size/weight.

   **DO NOT MANUALLY TYPE IN THE CODES. A CARTON CODE MUST BE SELECTED.**

3. Enter the Gross Weight, length, width, and height of the carton. A unique carton code must be selected for each carton of a different size and weight.

4. Select **Save**.

5. Apply the correct carton code(s) to the detail level of the PL using the drop down. Each carton on the PL detail section should have a corresponding carton code assigned.
**How to Fill Out Carton Sizing Section with More than 6 Carton Sizes**

The system includes 6 rows in the “Carton Sizing” area.

<table>
<thead>
<tr>
<th>Carton Code</th>
<th>Carton GW</th>
<th>UM GW</th>
<th>Length</th>
<th>UM</th>
<th>Width</th>
<th>UM</th>
<th>Height</th>
<th>UM</th>
</tr>
</thead>
<tbody>
<tr>
<td>MET1</td>
<td>32.00</td>
<td>12.00</td>
<td>18.00</td>
<td>20.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MET2</td>
<td>54.00</td>
<td>45.00</td>
<td>30.00</td>
<td>45.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MET3</td>
<td>65.00</td>
<td>10.00</td>
<td>1.20</td>
<td>24.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MET4</td>
<td>12.00</td>
<td>21.00</td>
<td>3.20</td>
<td>42.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MET5</td>
<td>35.00</td>
<td>15.00</td>
<td>42.00</td>
<td>82.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MET6</td>
<td>10.00</td>
<td>23.00</td>
<td>3.60</td>
<td>63.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To add an additional row, select **More Details** and then select **Carton Code** at the top of the packing list.

Select the **New Record** button.

A 6th row is now added. Choose the appropriate Carton Code, enter the dimensions and select **Save**.

To return to the packing list screen, select the **Return** button.
**Enter Manufacturer ID**

When URBN is the importer of record into the US – vendors are required to enter a Manufacturer ID (MID).

There are two ways to enter this value:

a. If you have created an MID code with the URBN Customs team, the MID value(s) will appear in the MID search table. Select the value from the list of MID’s associated with your Vendor ID.

b. If there is no applicable MID, per the above example, select 999999999 and then enter the Manufacturer information in the Actual Manufacturer section on the packing list. Failure to enter the Actual Manufacturer information may delay customs clearance when URBN is acting as the Importer of Record.
STEP 4: Save & Submit Packing List

Please make sure you refer to the packing list requirements beginning on PG. 23 before submitting your PL. Once you have confirmed that all packing list details are entered, select the Save button and submit the packing list for approval by selecting the Vendor Submit PL button. All packing lists must be “APPROVED”.

Packing lists that are still in DRAFT status cannot be processed in URBN’s Distribution Centers. Failure to accurately complete the PL may result in delivery, receipt, and payment discrepancies/delays.

The system will automatically compare the packing list to the purchase order and the status of your packing list will switch to APPROVED or OUT OF TOLERANCE.
The acceptable unit variance rate for PO’s that are more than 1,000 units is +/- 5% per SKU. The acceptable unit variance rate for PO’s that are under 1,000 units is +/- 10% per SKU. The tolerance check is applied to each SKU, not the total quantity packed. If the allowable unit variance is exceeded for even a single SKU on the PO, the packing list will indicate an OUT OF TOLERANCE status.

If you receive the OUT OF TOLERANCE flag and cannot ship within the allowable tolerance, you are responsible for contacting the buyer to have the PO updated accordingly **before the PO is shipped**. Please re-accept the PO and re-submit the PL. When all tolerance checks are met, the PL Status will switch to APPROVED.

If you believe to be packing within tolerance but the PL flagged OUT OF TOLERANCE, please compare the quantity of EACH SKU packed on the packing list to the quantity of EACH SKU included on the PO. Once the discrepancy is found, please update the packing list accordingly and re-submit. The PL should show APPROVED.

**Vendors are not permitted to ship with an Out of Tolerance packing list.**

**STEP 5: Print Packing List**

1. Select the Reports drop down menu
2. Select Print Packing List
3. A PDF of the packing list will pop up in a separate window. You will have the option to print or save the packing list.
4. **Domestic Vendors:** The packing list must be placed in a packing slip envelope and adhered to the outside of the first carton of your shipment (PO).
5. **Import Vendors:** Tradestone packing list and invoice will be submitted to your freight forwarder in addition to being adhered to the outside of the first carton of your shipment (PO).
**STEP 6: Print Carton Labels**

URBN requires all master cartons to ship with UCC-128 labels generated from the Tradestone packing list. The packing list will provide the detail needed for each carton number.

*How to Print Multiple or ALL Carton Labels*

Before printing your UCC-128 Carton Labels, please be sure to delete all blank or unused rows from the packing list.
The **Print PDF Labels in Batch** option allows you to print multiple labels from any browser and/or type of printer.

1. Select all rows in the Packing List Detail
2. Select the **Reports** drop down menu
3. Select **Print PDF Labels in Batch**
4. UCC-128 Carton Labels should not be smaller than 3 x 5 inches, or larger than 8 x 11 inches.
5. Apply UCC-128 Carton Labels on the lower right-hand corner of the short side of each corresponding carton.

### How to Delete a Carton Label

If your UCC-128 Carton Labels do not accurately reflect what is on your packing list, please follow the below steps to correct your labels.

If a packing list is modified after you have already generated carton labels, you may need to delete the original labels from the system. In the example below, the BLACK S was originally going to be split into 2 cartons, and would account for carton # 1 and 2. The vendor then decided to put all 20 units in one carton, so now the carton label that was originally generated for carton 2 needs to be deleted.

1. Select the row that was modified
2. Select **More Details** then **Reflist**.

3. A list will appear with all the carton numbers generated for that style. There may only be 1 reflist row as shown below, or there may be additional rows.
4. Select the box at the top of the column next to “Carton #” to auto-select all rows, then select the **Delete button**.
5. Select the return button to return to the packing list detail screen.

**Step 7: Send ASN to URBN**

After you submit the packing list for approval and print your packing list and UCC-128 labels, you must select Send ASN to URBN. This will send the Advance Shipping Notice to URBN’s Warehouse Management System. **This should only be selected once the packing list is finalized and carton labels have been printed.** If you need to update the packing list, you must complete the “Vendor Submit PL” and “Send ASN” steps again.

If you select Send ASN to URBN before submitting the packing list, you will get below message. Please remember to select Vendor Submit PL first.
You will not be able to send the ASN unless you print your carton labels first.

Also confirm that all blank or unused rows have been deleted from the packing list to send the ASN.

To confirm whether or not the ASN has been sent, you can check the below areas on the packing list. The **ASN Count** will reflect the number of times the ASN has been sent – This should be at least 1, but it is OK if the count is more than 1. The **ASN Date** will reflect the date the ASN was sent. If these fields are blank, the ASN has not been sent yet. Any time information on the packing list has been changed after the original ASN date, the ASN should be re-sent. The new ASN will be included in ASN count.
How to Generate the Invoice

The invoice, like the carton labels, is generated from the completed and approved packing list screen.

*VAT applicable EU Vendors – Please see Adding VAT to your Tradestone Commercial Invoice – EU Vendors Only instead.

1. On the packing list screen, select Generate Invoice.

2. The Commercial Invoice screen will appear.

   *TIP – You have the option to add your company’s invoice number, if desired, to allow for cross-referencing. Enter your invoice # in the “Supplier Invoice No” field and select Save. Otherwise, you can leave this field blank.

3. To generate a PDF which you can save and/or print, select Reports then Commercial Invoice. A PDF version of the invoice will appear in a separate window with the option to save and/or print.
*Invoices should not be deleted OR duplicated after your PO has been shipped or handed over to the freight forwarder without consulting Vendor Relations.

*NOTE – Domestic/landed POs do not require HTS code assignment prior to shipment – it is acceptable to ship these POs without HTS codes on the Tradestone invoice.
*NOTE – Import POs do not require HTS code assignment prior to shipment – it is acceptable to ship these POs without HTS codes on the Tradestone invoice; the HTS Code will be assigned by the URBN customs team any time prior to customs clearance.

**How to Submit an Invoice for Payment**

*NOTE – Invoices should be generated in Tradestone before POs are shipped. Failure to do so may cause a delay in payment.

- **Vendors with Net 30 payment terms ONLY**: As long as you have generated your invoice in Tradestone per the above instructions, our AP department will automatically receive your invoice when the goods are received at our DC. No additional steps, beyond selecting Generate Invoice on your packing list, are necessary.

- All vendors paid by Letter of Credit, Wire Transfer, or with terms other than Net 30, please follow the instructions in the Billing Procedures section of urbnvendor.com.

*Non-Tradestone invoices should never be submitted to the freight forwarder or carrier.*
Other Packing List Functions

*If you are not sure how to fill out the packing list to represent your specific packing arrangement – find the answer in this section!*

**How to Search for an Existing Packing List**

To search for a previously created packing list (meaning the Packing List Builder process was already completed for the PO) select *Search for Existing Packing List(s)* under Packing List Management.

You can also search by Search → Packing List from the left-hand side of the dashboard. Search by PO # or any other listed field.

**Copy Line(s)**

The “Copy Line(s)” button is to be used when there are extras or overruns of a style/size/color (SKU), or the SKU is being packed in cartons of different quantities.

*For example: An order is placed for 20 loose units. 12 units are packed in one carton and 8 units are packed in a second carton. The “Copy Line(s)” function will copy the row for the SKU in order to pack the different quantities. Please see below for the “Copy Line(s)” process.*

**To add the additional line:**

1. Select the box to the left of the SKU that requires an additional line for the carton with a different number of units
2. Select the *Copy Line(s)* button. A new row will be added.
3. Enter the Qty/Carton, Start Carton, # Cartons, and End Carton for each row.
4. Select Save.

*NOTE – when you use the “Copy Lines” function, the “PO Ttl Units” will also copy down. Looking at the above example, the # of units ordered for the SKU is 20, not 40.
Building a Mixed SKU Carton

For URBN, a **mixed carton** refers to multiple rows (SKUs) packed together in the same carton. At first, creating a “mixed carton” in Tradestone can be tricky! Please carefully follow these instructions:

1. Select the boxes to left of the rows that are being packed together in a single carton (there should be nothing entered in the required fields at this point).
2. Once the rows are selected, select the **Mixed Carton** button.

The lines selected will duplicate at the bottom into a **mixed carton**.
- The start carton and end carton fields will auto-populate according to the carton sequence.
- The “# Cartons” field in the first row associated with the mixed carton will auto-populate to 1. The “# Cartons” field will remain blank for the additional rows in the mixed carton.

3. Enter the Qty/Carton of each SKU that is being packed in the mixed carton.
   *Please be sure you are entering the Qty/Carton into the mixed carton rows, not the original rows.*
4. After entering the Qty/Carton for each SKU in the mixed carton, select **Save**.

*NOTE – If more than one mixed carton is needed on a PL, please complete the entire mixed carton process from start to finish for each mixed carton. The next mixed carton from the above example would populate the number 2 in the “Mixed Carton” column, to signify a second mixed carton.

5. If the original rows are not needed after the packing list is completed, please be sure they are deleted (See below instructions on deleting a row). The original rows WILL need to be used if the SKU will need to be packed in another carton, in addition to the mixed carton you've already created.
**Deleting a Row from the Packing List**

Please delete any blank rows or rows created in error, to ensure your packing list accurately reflects the units packed. Failure to delete blank rows or rows created in error may result in incorrect carton labels or the inability to export and print carton labels.

1. Select the rows you do not need by selecting the box on the left-hand side next to the row #.

2. Select the delete button

![Image of Packing List with delete button highlighted]

**Add a Deleted Line Back to the Packing List**

If a line is accidentally deleted from the packing list and needs to be added back on, please follow the below instructions:

1. From the *Reset PO to Build Packing List* query on your Tradestone Dashboard, search by PO number.
2. Locate the “Status” column and change the status of the desired row(s) from *PACKED to NEW and save*.
3. Open the existing packing list - see *How to Search for an Existing Packing List* for instructions. Once in the packing list screen, select *Process*then *Add Item(s)*.

![Image of Packing List Builder query]

4. When the pop-up window appears resembling the *Packing List Builder* query, enter the PO # and select *Search*.
5. The styles which have been reset from PACKED to NEW will appear. Please use the double arrows to move the items from the left to right side as you would using the Packing List Builder.
6. Once all item(s) are on the right side select the **Add** button. The row(s) will then be added directly on to the original packing list.

### Deleting a Packing List

Please delete any packing list created in error. Once your packing list has been deleted, you will need to reset the packed status on the PO – Please refer to instructions on PG. 41 to do so. You cannot create a new PL in the Packing List Builder until the packed status has been reset.

*Packing lists should not be deleted after your PO has been shipped or handed over to the freight forwarder without consulting Vendor Relations.*

1. Select the delete button

*NOTE – Deleting a packing list does not delete the original invoice generated from the packing list. In addition to deleting the packing list, you must also delete the original invoice.*
**Reset PO to Build a New Packing List**

The **Reset PO to Build Packing List** query is used when:

- A packing list is deleted, and a new packing list needs to be created
- When a row is deleted from the packing list and needs to be added back on

When a packing list is deleted, the “packed status” on the PO must be manually revised from PACKED to NEW in order to build another packing list from the **Packing List Builder** query. If the status has not been revised, the PO will not appear in the **Packing List Builder** query.

1. Select **Reset PO to Build Packing List** on the dashboard under Vendor Tools.

2. Enter the PO # and select **Search**.

3. Change the Status from **PACKED** to **NEW** using the drop down for every line of the PO.

4. After, all rows are switched select **Save** in the top right-hand corner.

**SHORT CUT:** To update all lines of a PO at once, change the first line to new and select **Fill Down**.
How to Resolve an Out of Tolerance Packing List

The acceptable unit variance rate for PO’s that are more than 1,000 units is +/- 5% per SKU. The acceptable unit variance rate for PO’s that are under 1,000 units is +/- 10% per SKU. The tolerance check is applied to each SKU, not the total quantity packed. If the allowable unit variance is exceeded for even a single SKU on the PO, the packing list will indicate an OUT OF TOLERANCE status.

If you receive the OUT OF TOLERANCE flag and cannot ship within the allowable tolerance, you are responsible for contacting the buyer to have the PO updated accordingly before the PO is shipped. Please re-accept the PO and re-submit the PL. When all tolerance checks are met, the PL Status will switch to APPROVED.

If you believe to be packing within tolerance but the PL flagged OUT OF TOLERANCE, please compare the quantity of EACH SKU packed on the packing list to the quantity of EACH SKU included on the PO. Once the discrepancy is found, please update the packing list accordingly and re-submit. The PL should show APPROVED.

Modifying an Already Submitted Packing List

It is possible to modify a packing list that has already been submitted. First, search for the already created packing list using the Search for Existing Packing List(s) query. Enter any necessary updates, then save and resubmit the packing list.

Remember to select Vendor Submit PL after editing, as the packing list will be back in DRAFT status. If you have already printed your packing list and UCC-128 Carton Labels, both items will need to be re-printed after changes have been saved and resubmitted.
Other Invoice Functions

How to Download/Print the Invoice

1. Use the **Search – Invoice(s)** query on your Tradestone Dashboard and search by PO #.
2. Open the invoice by selecting the underlined Purchase Order #.
3. Select **Reports** on the invoice screen.
4. Select the first option for **Commercial Invoice Report**. This will export the invoice as a PDF which can then be saved/printed if necessary.

*VAT applicable EU Vendors – Please see [Adding VAT to your Tradestone Commercial Invoice – EU Vendors Only](#) instead.

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How to Enter Adjustments on the Invoice

*Only adjustments that have been approved by the buying team may be added to the invoice*

*VAT applicable EU Vendors – VAT is not considered an adjustment to the invoice. Please see [Adding VAT to your Tradestone Commercial Invoice – EU Vendors Only](#) instead.

1. Enter the **Adjustment Amount**, **Adjustment Type** and **Adjustment Description** in the respective fields on the next open row in the detail level of the invoice.

*These adjustment attributes can NOT be entered on the same row as detail from the PO.*
2. Select **Save**. The totals will reflect the adjusted value.

![Image of invoice](image)

Added adjustments will appear on the printed or saved PDF version of the invoice:

![Image of invoice](image)

If there is any reason to enter a credit to URBN (e.g., late delivery penalties), a negative value can be entered in the Adjustment field.

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**How to put Multiple POs on one Invoice**

1. Select **Generate Invoice** from one of the approved packing lists you wish to consolidate on an invoice.
2. Take note of the **Invoice No** automatically generated by Tradestone.

![Image of invoice](image)

3. Open the other packing list using the **Search for Existing Packing List(s)** query from your Tradestone Dashboard.
4. In the **TS Invoice No.** field enter the invoice number this packing list should be added to.
5. Select **Save** then **Generate Invoice**. The second packing list will be added to the invoice with the first packing list.

### Making an Update to the Packing List after the Invoice has been Created

*NOTE – An update to the packing list/invoice is not permitted after the PO has been shipped.*

If an invoice has been created and the units, carton information, and/or price on the packing list are adjusted/changed – **a new invoice must be created.**

1. Open the previously created invoice (use the **Search – Invoice(s)** query on the dashboard).
2. Take note of the Supplier Invoice No., First Sale information if applicable, and any entered comments.
3. Delete the Invoice by selecting the delete button.

4. Open the packing list and make the necessary changes.
5. Remove the old TS Invoice number.
6. Select Save

7. Select Generate Invoice. Failure to complete step 4 above will result in the below error message: The system cannot generate the invoice. The invoice number does not exist for the Supplier. In this case, please delete the invoice number and Save per steps 5 and 6, then complete Step 7 again.

8. On the new invoice, add the Supplier Invoice No, comments, and First Sale information if needed from the previous invoice.

*Invoices should not be deleted OR duplicated after your PO has been shipped or handed over to the freight forwarder without consulting Vendor Relations*

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**Adding VAT to your Tradestone Commercial Invoice – EU Vendors Only**

If you are a VAT applicable vendor then please contact vrsupport.eu@urbn.com to ensure you have been given the correct Tradestone access.

This process follows on from the packing list creation.

1. On the packing list screen, select Generate Invoice.

2. The Commercial Invoice screen will appear.

   ![Commercial Invoice Screen](image)

   *NOTE – You have the option to add your company’s invoice number, if desired, to allow for cross-referencing. Enter your invoice # in the “Supplier Invoice No” field and select Save. Otherwise, you can leave this field blank.*
3. The vendor VAT column, indicated below, is where you will indicate the VAT value relating to each row (SKU).

4. By selecting the drop-down menu, under the ‘Vendor VAT’ column, you can attribute the desired VAT percentage; 0% / 20% / Exempt or Out of Scope. You will need to do this for each applicable row.

**Definitions;**
- **0%:** For products that are in a product category with 0% UK VAT charge (e.g. Books).
- **20%:** For products that are in a product category with Standard UK VAT charge
- **Exempt:** For products that are in a product category that is exempt from VAT.
- **Out of Scope:** If you are a UK based vendor & not registered for UK VAT.

5. Once you have selected the applicable VAT rate, select **Save**.

The system will then calculate the VAT amount and, if there are any discrepancies, it will indicate that it differs from what is shown in Tradestone. This does not prevent you from moving forward, this is to inform you of a discrepancy.
6. You should now see the VAT amount reflected in the column to the right of the “Vendor VAT” column, under “Adjustment amount”. This amount is also reflected towards the header of the screen under “VAT amount” and is also applied to the “Gross invoice value”.

7. To obtain a printable copy of your commercial invoice select Reports in the top right corner of the page and select the fourth option in the drop down for Commercial Invoice VAT. A PDF version of the VAT invoice will appear in a separate window with the option to save and/or print.

8. Please note the VAT is displayed separately, and, as a gross total. You are not required to send this invoice to accounts payable – this will automatically transmit.
While URBN are providing the software (Tradestone) to facilitate the entry of VAT on commercial invoices, it is solely your responsibility to enter VAT correctly.

If you require assistance or for more information, please contact the EU Vendor Relations team vrsupport.eu@urbn.com.
**Tradestone Frequently Asked Questions**

**“How do I update the Country of Origin (COO) after I’ve accepted my PO?”**

If you’ve entered the incorrect COO on your PO, please remember to update the header and detail lines with the correct COO. Should the COO on your PO differ by style, please remember to assign the COO at the detail level and select the most commonly used COO at the header of the PO.

**“I can’t find my PO in the Packing List Builder. What do I do?”**

If you search for your PO in the Packing List Builder and receive the error: “Your search returned no results”, you should first ensure that you have accepted the PO. A PO will not appear in the Packing List Builder until it has been accepted.
- Please use the Accept New/Revised POS query to search for the PO. If the PO appears, please be sure to Accept the PO (Instructions can be found on PG. 10). Once accepted, you can find the PO in the Packing List Builder.

If you search for your PO in the Packing List Builder and receive the error: “Your search returned no results” and the PO has been accepted, please check to see if you have already created a packing list against the PO.
- Please use the Search for Existing Packing List(s) query and search by PO number.
- Please note that once a packing list has been created (even if no information has been entered on the PL yet and/or the PL has not been submitted), you must use the Search for Existing Packing Lists query.

If you have done all of the above, and the Search for Existing Packing Lists query also returns with “Your search returned no results”, you should reset the packed status on the PO.
- Instructions to reset the packed status on the PO can be found on PG. 41.

**“I can’t find my PO in the Packing List Builder OR Search for Existing Packing Lists query. What do I do?”**

If your PO is not appearing in the Packing List Builder (and has been accepted), you have already created a packing list against the PO. If this is the case but you also cannot find the PO in the Search for Existing Packing Lists query, you have deleted the packing list. Once a packing list has been deleted, the “packed status” on the PO needs to be reset before you can find the PO in the Packing List Builder again.
- Instructions to reset the packed status on the PO can be found on PG. 41.

**“How do I create a mixed carton?”**

A mixed carton should be created when multiple SKU’s (sizes and/or colors) are combined and packed together in the same carton.

*NOTE – Vendors are not permitted to mix SKUs from different POs together in cartons.*
- Instructions to create a mixed carton can be found on PG. 37 as well as the mixed carton training video on the URBN Vendor Website.
“How do I pack the same SKU in cartons of different quantities on my packing list?”

The “Copy Lines” function on the Tradestone packing list allows you to duplicate the row of a SKU. You would want to duplicate a row if the units for the same SKU will be packed in more than one carton of different quantities.

• Instructions to use the Copy Lines feature can be found on PG. 35.

“I can’t print my UCC-128 carton labels. Why not?”

If you receive the error “Please use Microsoft Internet Explorer as the browser...”, please use the 4th option in the “reports” drop down menu which reads “Print PDF Labels in Batch”. The PDF labels are the same as the UCC-128 Carton Labels.

If you use the 4th option in the “reports” drop down menu to “Print PDF Labels in Batch”, and you receive a pop up which is an additional view of your packing list, you have made your packing list incorrectly. Please review instructions on PG. 23 to revise packing list details. If you intended to make a mixed carton, please review the mixed carton FAQ above for assistance.

“My UCC-128 carton labels are incorrect. What do I do?”

Common errors that cause carton labels to be incorrect:

• Multiple lines on the packing list (which are not included in a systemically correct mixed carton) have the same start and end carton number. Each new carton should have a different start carton number, which should increase sequentially from the previous end carton number.

• Vendor has manually created a mixed carton instead of systemically. Please review the mixed carton FAQ above for assistance.

• NO information has been entered in the “packing list details” section of the PL.

• The packing list has been edited + submitted more than once which causes carton labels to reflect previous submissions. Instructions to clear the “reflist” can be found on PG. 30.

“I can’t generate an invoice. Why not?”

The error message “The system cannot generate the invoice. The invoice number does not exist for the Supplier.” signifies that you have already generated an invoice against the packing list. When an invoice is generated, the invoice number auto-populates into the “TS Invoice No.” field on the PL. If the invoice is then deleted, you will need to manually delete the invoice number from this field on the packing list before you can generate a new invoice.

• Please search for the original invoice and ensure that it has been deleted before clearing the field on the PL, as we do not wish to have more than one invoice in the system against the same PO and PL.

• Instructions to clear the invoice field can be found on PG. 45.

Once complete, you can generate a new invoice.
“How can I tell if I have already generated an invoice?”

Please check the “TS Invoice No.” field on your packing list. When an invoice is generated, the invoice number auto-populates into this field. If an invoice number appears in this field, you have generated an invoice against the packing list.

You can use the Search – Invoice(s) query on the dashboard to ensure that the invoice is still in the system. If the invoice does not appear and has been deleted, please refer to the above “I Cannot Generate an Invoice. Why?” FAQ for assistance to generate a new invoice.

“Can I include more than one PO on a packing list?”

There should only be one PO per packing list and only one packing list per PO. Vendors are not permitted to split ship POs.

“What do I do if the packing list, carton labels, and/or invoice sent with my domestic OR import shipment are incorrect?”

Contact the Vendor Relations team according to the Ship To location on your PO.