



Vendor Facing: Guide for Who to Ask...

Responsible: Your main contact that questions/inquiries should be directed to via email
Inform/Consult: Additional teams that should be CC'd on emails directed to "responsible" party

Team Ownership	Topic
<p>Factory Direct Team <i>factorydirect.vendors@kohls.com</i></p>	<ul style="list-style-type: none"> • Responsible for new Factory Direct Vendor onboarding & training • Responsible for providing Vendor facing tools & resources & facilitating additional trainings related to systems, processes & operations • Responsible for Vendor Agreement setups & new department/brand adds • Responsible for executing changes to Vendor or factory entities, including changes to: name, address, shipping model • Responsible for supporting resolution of <u>ongoing</u> PO discrepancies, issues that arise during order writing & EDI bridging • Responsible for monitoring logistics chargebacks & holding vendor accountable for submission of CAPA • Responsible for resolving <u>ongoing</u> process non-adherence • Responsible for sharing updated transit calendar • Consult on resolution of outstanding Compliance paperwork, including AP documentation & Customs paperwork
<p>Production <i>* Contact your individual brand/category Production partner</i></p>	<ul style="list-style-type: none"> • Responsible for managing all front end communication, including development, style changes & production • Responsible for T&A ownership, including delivery changes & production timing post PO issuance • Responsible for managing OnePLM updates & sending of bid lines • Responsible for submit and sample requests, tracking, approvals, and comments (in collaboration with Design) • Responsible for processing NOCs, PO revisions and resolving incorrectly written orders (in collaboration with Merchant Team) • Responsible for providing projections and reserving capacity • Responsible for providing packaging / marketing requirements • Responsible for issuing PO Exemptions related to incorrect retail, packing, overage/shortages, etc (in collaboration with Merchant Team) • Responsible for Vendor strategy and matrix • Responsible for identifying and staying informed of global development/production issues impacting multi category / brands & seeking resolution with impacted • Responsible for reporting on Vendor performance scorecard and tier • Responsible for cost guidance, managing in-season cost changes, & conducting negotiations • Responsible for vendor award communication • Consult/Inform of warehousing & inventory management capabilities • Consult on factory activations / deactivations • Consult on EDI bridging or PO writing issues, in partnership with EDI & Factory Direct team • Inform of WIP status
<p>Design <i>CC Production</i> <i>* Contact your individual brand/category Design partner</i></p>	<ul style="list-style-type: none"> • Responsible for communicating style details • Responsible for dictating color & artwork application type & placement • Responsible for providing submit comments (individual team to align on communication method - email / OnePLM) • Responsible for collaborating with vendors based on brand/category and vendor design matrix



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<p>Technical Design <i>PD-TD_Training@kohls.com</i></p>	<ul style="list-style-type: none"> • Responsible for establishing & communicating Product Evaluation Policy / Construction Standards • Responsible for Vendor TD Certification (CTDs) • Responsible for Tech Pack details for dimensions, construction, & details • Responsible for style specific Children's Safety requirements , in partnership with the Kohl's Product Integrity team (mr.ga.pi@kohls.com) • Responsible for additional POM information (if applicable) • Responsible for TD KPIs/ reporting on first time pass rate • Consult on preferred trim suppliers & management, in partnership with Kohl's Trim team (mr-colorist@kohls.com)
<p>Quality Assurance / Product Integrity <i>quality.assurance@kohls.com</i> <i>PD-chemical.sustainability@kohls.com</i></p> <p>Inspectorio <i>inspectoriosupport@kohls.com</i></p>	<p>QA/PI</p> <ul style="list-style-type: none"> • Responsible for creating & sharing the Quality KPI Scorecard • Responsible for product inspections & Factory Technical Audits • Responsible for quality review process & store audits • Responsible for Product Integrity, inclusive of product testing, regulatory & safety standards • Responsible for performance guidelines & chemical management <p>Inspectorio</p> <ul style="list-style-type: none"> • Responsible for troubleshooting issues related to PO transmission into Inspectorio • Responsible for looping in third party Inspectorio contacts & Kohl's Technology teams if internal resolution is not achievable
<p>Factory Compliance <i>factory.compliance@kohls.com</i></p>	<ul style="list-style-type: none"> • Responsible for executing changes made to Vendor's profile, including name change, address & any records on file, in tandem with Infor Nexus • Responsible for emailing, processing & approving Factory Evaluation forms • Responsible for reviewing/approving audit failure CAP • Responsible for arranging factory audit after Factory Evaluation approval, if applicable • Responsible for issuing Parent ID • Responsible for long term storage requirements & best practices • Responsible for Social & C-TPAT requirements • Responsible for approving factory activations / deactivations
<p>Customs Compliance <i>GTC-Customs.Compliance@kohls.com</i></p>	<ul style="list-style-type: none"> • Responsible for ensuring accurate product classification per Classification Requirements • Responsible for answering inquiries related to required shipping documentation, inclusive of Commercial Invoices, Packing Lists, Kohl's Document Checklist (KDC) & Certificate of Compliance (COC) • Responsible for answering inquiries related to First Sale Duty Mitigation Program and hangers & security tags



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<p>Vendor Services <i>vendor.services@kohls.com</i></p> <p>Transplace <i>Kohls.TMS@kohls.com</i></p> <p>TR-Imports Import Vendors Only <i>tr-imports@kohls.com</i></p>	<p>Vendor Services</p> <ul style="list-style-type: none"> • Responsible for approving/rejecting compliance disputes submitted through Traverse (<i>CC Factory Direct team</i>) • Responsible for issuing violations that do not adhere to Kohl's packing, shipping & floor ready requirements • Responsible for answering Logistics related inquiries that cannot be found on Klink • Responsible for publishing Vendors' monthly Logistics Scorecard • Responsible for freight authorization • Responsible for carton labeling expectations • Consult on routing requests <p>Transplace</p> <ul style="list-style-type: none"> • Responsible for routing requests. Transportation Management System (TMS) helpline directions located on Klink. <p>TR-Imports</p> <ul style="list-style-type: none"> • Responsible for approving partial/split shipments (<i>Production must be informed before TR-Imports can approve</i>) • Responsible for freight Forwarder / Deconsolidator related inquiries • Consult if needed on Air/ CY/ CFS Shipments & loading requirements (<i>Responsible party is the freight forwarder which can be located on the Kohl's International Routing Guide found in K-Link</i>)
<p>Accounts Payable Import Vendors: <i>ap-import.lcoadi@kohls.com</i></p> <p>Domestic/Landed Vendors: <i>AP_MERCH_VENDOR_X@KOHLS.COM</i> <i>OM with the X being the first letter of Vendor's name.</i></p>	<ul style="list-style-type: none"> • Responsible for remittances, invoices, payment disputes & handling charges • Responsible for invoice adjustments involving post x-factory cost changes • Responsible for addressing questions related to payment timing (<i>cc Factory Direct team</i>) • Responsible for invoicing and payment method set up or change • Responsible for Import, Landed & Domestic merchandise invoice inquiries related to International Freight, Drayage, Deconsolidation, & Brokers
<p>InforNexus Import vendors only <i>P2P.vendorsupport@kohls.com</i></p> <p>External: <i>infornexusservice@infor.com</i> <i>software.support@ap.averydennison.com</i></p>	<ul style="list-style-type: none"> • Responsible for providing support if Vendor is unable to seek timely resolution directly from third party Infor Nexus Support team • Consult on system questions related to pack plans, payment type & EDI/Infor discrepancies if answer cannot be obtained from third party contact • Inform of changes made to Vendor's InforNexus profile, including name change, address & revision to any records on file (<i>Responsible party: third party Infor Nexus Support Team</i>) • Consult if factories have questions specific to printing carton labels, performing shipment scanning, or generating a factory ASN (<i>Responsible party: third party Avery Dennison Support Team</i>)



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EDI edimio@kohls.com	<ul style="list-style-type: none"> • Responsible for confirming successful EDI connection between Kohl's & Vendor's chosen third party EDI provider • Responsible for setting up Vendors' with the required outbound (850, 820 & 864) & inbound (997) EDI documents • Responsible for supporting Vendor through EDI transmission, allocation, & bridging issues • Responsible for managing changes to EDI provider
OnePLM oneplmsupport@kohls.com	<ul style="list-style-type: none"> • Responsible for scheduling trainings for new system users • Responsible for resolving OnePLM errors & answering questions related to system use, inclusive of navigation, threaded messaging, style info, samples & submits, and style bidding. • Inform of changes made to Vendor's InforNexus profile, including name change, address & any records on file
K-Link k-link@kohls.com	<ul style="list-style-type: none"> • Responsible for supporting Vendors through issues related to merchant groups & product attribution • Responsible for questions on functionality or additional training within the K-Link system • Responsible for assign Admin rights to you or another user on your team • Responsible for delete a profile of a former user on your team (Vendor admins may also complete this task) • Consult if Vendor needs registration support • Consult on PDP OMNI Imagery & Videos used on Kohls.com or loaded into system via K-Link • Consult on brand Assets (Social, In-store Marketing, etc)