

KOHL'S

Kohl's Direct Ship Network: Packaging Guide

Packaging requirements and guidelines for Kohl's direct ship vendors

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Kohl's Department Stores
Direct Ship Team

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Purpose

The purpose of the Kohl's Direct Ship Network: Packaging Guide is to educate our vendor network on proper packaging procedures in an attempt to improve warehouse efficiencies and customer experience. This guide offers requirements and guidelines to assist vendors in optimizing packaging size, combinability, and reducing damage.

Requirements are customer impacting criteria that the Kohl's Direct Ship Team will evaluate each vendor on. Guidelines are initiatives the vendor can take to improve their warehouse operations in an attempt to follow the Kohl's Direct Ship Network Vendor Packaging Guide: General Requirements.

Please be advised that this Guide is intended as a supplemental resource and, pursuant to Kohl's Purchase Order Terms and Conditions which would prevail in the event of a conflict with this Guide, Kohl's expects every vendor to comply with all applicable laws when it comes to packaging your products.

Questions? Please contact your Kohl's Direct Ship Team.

Outer Packaging Type: Requirements and Guidelines

Kohl's utilizes 3 types of packaging materials; Shipping Poly Bags, Padded Envelopes, and Boxes.

Shipping Poly Bags and Padded Envelopes

- Requirements
 - Shipping poly bag and padded envelope must be sealed according to carrier requirements so that the product will remain completely inside.
 - Must be durable enough to withstand transit without tear.
 - Items sold as sets must be packed together in the same poly bag or padded envelope.
 - Must fit the item to withstand transportation without damage to the internal product.
- Guidelines
 - Within specified product categories, shipping poly bags and padded envelopes are to be used. See Page 5 for specific product category guidelines.

Boxes

- Requirements
 - Vendors are to have packaging available with box dimensions that work efficiently with their product.
 - All packages must be able to be transported by Parcel Post (UPS, FedEx, etc.) safely without damage to the interior product.

- **Boxes used to ship customer orders should not be reused; must be in good condition.**
- All packages must have enough void fill to make the box solid on the top.
 - Filler must be new and not reused from a previous shipment.
 - Please refer to “Internal Packaging: Acceptable vs. Unacceptable” chart on Page 4 for more information on appropriate filler.
 - Filler should be no more than 20% of box contents.
 - Boxes should not be over packaged with filler to where the tape will not keep the box closed or the box will break open.
 - Boxes must be packed with the minimum amount of filling so that they can be stacked on top of each other without the top flaps collapsing inward.
- Boxes must be securely sealed.
 - Seal with reinforced security tape that is moisture and temperature resistant
 - Do not seal cartons with bands, staples, twine, glue or any closure material other than tape.
- Guidelines
 - Boxes must abide by Rule 41 of the National Motor Freight Traffic Association’s National Motor Freight Classification (NMFC) (see chart in Appendix A).
 - No shipping box may be less than 200 lb. Mullen burst strength or 32 Edge Crush Test.
 - All packages must be closed with clear packaging tape (1.7 Mil) or water activated tape.

Labeling and Ticketing

Pack Slip and Ship Label must comply with requirements outlined in Kohl’s Direct Ship Vendor Participant Policy Guide and must be approved by the Kohl’s Direct Ship team. In addition, please refer to the following pack slip and ship label guidelines for best practices in use.

General Ticketing

- All items must have a UPC.
 - Any bundled product must have one (1) UPC and individual UPC tags must be removed.
- No additional labeling should be included (i.e. Vendor Price Tags and Marketing Item Tags).

Pack Slip

A pack slip must be included in ALL packages.

- Vendors must use either of the following pack slips:
 - CommerceHub Generated pack slip.

- Kohl’s approved Vendor Generated pack slip.
- Packslips must be clean and cannot be marked.
 - If Vendor uses an internal pick ticket to pick, stage, or ship products; then the pick ticket should not be enclosed in the customer shipment.
- If pack slip is included on outside of the package, then the below information cannot be shown:
 - Item Description
 - Item Price
 - Customer Billing Information

Ship Label

- Vendors are required to generate and include Kohl’s branded ship label on every shipment.
 - Ship labels must meet Kohl’s branding requirements.
 - Kohl’s will require a sample label for approval during Onboarding per warehouse. All vendors should use the approved ship label for all customer orders.
 - Kohl’s will also need to approve updated Ship Labels if an additional warehouse is added or the Vendor changes warehouses during their time on Kohls.com.
 - All ship label changes must be approved by Kohl’s Direct Ship team prior to use.
- UPS & FedEx Sample Ship Labels (Appendix B)

Quality Assurance

Internal Packaging, Combinability, and Branding should be executed similarly across all Kohl’s Direct Ship Vendors in order to provide a consistent customer experience and reliable product delivery.

Internal Packaging: Acceptable vs. Unacceptable

Acceptable	Air Pillows
	Corrugated cardboard wrap
	Cardboard dividers
	Dunnage
	Plastic strapping
	Bubble Wrap
	Paper loops to secure hangers
Unacceptable	Tissue (unless directed)
	Pins, plastic clips or tie backs (unless directed)
	Packing Peanuts
	Shredded or Crumpled Paper

- Inner Poly bags
 - Any poly bag or poly films less than 1 mm must contain printed suffocation warnings. Warnings to be printed in black and recommended to read:

"Warning: To avoid danger of suffocation, keep this plastic bag away from babies and children. Do not use this bag in cribs, beds, carriages or playpens. The plastic bag could block nose and mouth and prevent breathing. This bag is not a toy."

- All poly bags must be 0.9 mm to 2 mm in thickness, made of Recyclable material.

Shipping Efficiencies

- Combinability
 - Vendors should combine multiple item orders into one package.
 - By the Vendor combining multiple item orders as often as possible, the customer will dispose of less material and receive one tracking number and one package.
 - Prominently combinable categories include, but are not limited to; Apparel and Unboxed Home Goods.
- Ship Alone
 - Anything greater than 26”L X 20”W X 15”H and/or over 70 lbs. is a ship alone item. It must be packaged in a reshippable carton and is able to ship via a small parcel carrier without damage to the product.
 - Refer to “Appendix A: National Motor Freight Classification” for outer-box strength requirements for ship alone items.
 - An effort should be made to combine multiple item orders, when each item is less than the above dimensions (depending on product category).
 - Any cartons greater than 50lbs must adhere to the following additional packaging requirements:
 - Cartons must have a yellow TEAM LIFT 4” x 6” label
 - The team lift label should be placed on the four largest sides of the carton including to the left of the GS1-128 label

Vendor Packaging and Branding

- Vendor marketing and packaging materials that include Vendor branding should not be included on or within the package. This includes vendor website or phone number.
 - Our goal is to provide a consistent brand image for Kohls.com. Only Kohl’s approved branding is allowed. Please consult with your Direct Ship team for specific requirements.
- Vendors who have items that ship in their original retail packaging with product illustrations should notify their Kohl’s Direct Ship team of those specific items.
 - I.e. Children’s Toys, Baby Gear, Furniture, etc.
 - The following message will then be added to the item description on Kohls.com.

- *“Gift Givers: This item ships in its original packaging. If intended as a gift, the packaging may reveal the contents.”*

Product Category

Along with using the right packaging type, it’s important that our vendors understand the most efficient way to package and protect their product in an attempt to offer the best customer experience.

If clarification is needed on the following guidelines, please reach out to your Kohl’s Direct Ship team.

When applicable, cartons should be marked in BOLD lettering, “Fragile”, “Do Not Freeze”, “Melt Risk,” etc. (i.e. glassware, cosmetics, candles)

Home

- Glassware/Stoneware/Dinnerware
 - Preferred Outer Packaging Type: Box.
 - Items should have sufficient void fill and protective packaging to ship to customer.
 - 100% of the product should be surrounded by protective materials within the box.
 - An additional form of padding is needed if product is in a divided box or numerous items fit within a box.
- Unboxed Home goods
 - Polybags should be used for the below categories:
 - Towels, shams, curtains, smaller bedding, table linens, and placemats.
 - Pillows should ship in a polybag. If multiple pillows are ordered, all pillows should be packed together in a box. Pillows in a manufacturer packaged box do not need another outer carton.
 - If customer experience is impacted by polybags, utilizing boxes will be addressed for certain pillow types.
 - Food Prep items including plastic/metal/non-breakable kitchen utensils should ship in a polybag or padded shipping mailer.
- Home Décor
 - The following categories must be packaged in an outer box that closely matches the product to prevent movement inside the box:
 - Framed Art, Clocks, Canvas Art, Mirrors, Décor, Frames.
 - Frames and Mirrors must have added reinforcements in the center of the box for protection of glass, such as bubble wrap.
 - Corners must be protected on all items.
 - When shipping more than one candle/glassware, dividers should be used to separate each item.

- Electronics/TVs
 - A box or plastic wrapping should be used to hide the package's contents.

Rugs

- Rugs smaller than 5' X 8' are considered combinable and therefore, should be rolled together into one sealed polybag.

Shoes

- Poly bags can be used for shipping shoes. If customer experience is impacted, than utilizing boxes will be addressed.
- If shoes are packaged in a shoe box, the shoe box must be surrounded by outer packaging.
 - A shipping poly bag is an acceptable outer package type for a shoe box.

Beauty/Cosmetics

- All beauty/cosmetics should be individually wrapped with bubble wrap prior to placing in a padded envelope.
- Any Hazmat warnings legally obligated to be on the outer packaging should be included.
- Due to hazardous materials, items that are unable to ship via Air must be communicated to the Direct Ship team.

Apparel

- Items below should ship in a Polybag:
 - Tops, bottoms, socks, hosiery, intimate apparel, and belts.
- Hangers should not be used EXCEPT for on the following items:
 - Blazers/sports coats, suit separates, leather, wool outerwear, special occasion dresses, and baby apparel sets.
- Hangers
 - Items on hangers must ship in an inner and outer poly bag
 - Do not place garment into the carton in a wrinkled manner, as the wrinkles will become permanent in transit.

Toys/Sporting Goods/Baby Gear

- Child safety messaging should be included on outer carton whenever legally necessary.
- Due to hazardous materials, items that are unable to ship via Air must be communicated to the Direct Ship team. For example, lithium batteries.

Jewelry

- Fashion Jewelry should be individually wrapped with bubble wrap or an inner poly bag prior to placing in a padded envelope.
- Jewelry with retail over \$100 should always ship in a box.
- Data 2 UPC tags are required for most jewelry. Contact your buying office for more information.

Candy/Food

- A box is required to ship all perishable items.
- Ice Packs should be used to prevent items from perishing. Packaging must be able to hold Ice Pack and product while shipping via Air or Ground.

Alternate Shipping Methods

Only vendors who are approved to ship with alternate shipping methods are required to follow the below guidelines in addition to all general requirements and guidelines outlined previously in Packaging Guide.

Postal Insertion

- USPS Size Restrictions
 - Minimum size: length 6 inches, height 4 inches, thickness 0.5 inches
 - Maximum size: 130 inches combined length and girth; no 1 dimension exceeding 60 inches
 - Packages must also comply with the size and weight thresholds set forth by the Kohl's Direct Ship team at the time of shipping.
- See Appendix C for UPS Shipping Label Examples

LTL/Freight Shipping

- If an order is placed LTL, it must be shipped as an LTL order.
- Adequate packaging must be used in order to avoid damage to the interior product.
- Multiple boxes can be shipped together using a pallet or shrink wrap type binding.
 - Best practice is to label the number of boxes on each box.

Appendix

Appendix A: National Motor Freight Classification

Max Weight (Box & Contents)	Max Outside Dims (L + W + D)	Min Mullen Test	Min Edge Crush Test (ECT)
0	40	125	23
35	50	150	26
50	60	175	29
65	75	200	32
80	85	250	40
95	95	275	44
120	105	350	55

Appendix B: UPS & FedEx Sample Ship Labels

KOH'S CO. 1 LBS 1 OF 1
 1957 W. HWY 10 SOUTH
 RAPID CITY SD 57701

SHIP TO:
 ECOMMERCE TEST ACCOUNT
 N56 W17000
 MENOMONEE FALLS WI 53051

 WI 532 9-10


UPS GROUND
 TRACKING #: 1Z 572 393 03 6024 4762



BILLING: 3RD PARTY


REF #: 58601500


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KOH'S E-COMMERCE
 1701 TRIMBLE ROAD
 EDGEWOOD, MD 21048
 (866) 887-8884

H CAD: 4R1Z34F:KRS1203

TO RECIPIENT TEST
 COMPANY NAME TEST (866) 887-8884
 645 TEST STREET
 DALLAS, TX 75247 (US) 





(9612850) 8965439 70000573
 HOME
 3rd PARTY

Appendix C: UPS Shipping Label Examples

**UPS SurePost Label
(USPS® Deliveries)**

ABC COMPANY 2010 WARSAW ROSWELL GA 30076	9 LBS	1 OF 1
SHIP USPS 48413 TO: 133 N HANSELMAN BAD AXE MI 48413-9998		
	MI 487 2-01 X 	
UPS SUREPOST TRACKING #: 1Z 123 45E YW 1234 5673		
		
USPS DELIVER TO: J PETERSON 2859 FLOWER ORNAMENTAL DRIVE APARTMENT #329 BAD AXE MI 48413	Address Service Requested	PARCEL SELECT U.S. POSTAGE PAID UPS eVS
ZIP - USPS DELIVERY CONFIRMATION eVS  420 48413 9102 0069 9168 1000 0068 55		

**UPS SurePost Label
(UPS Deliveries)**

ABC COMPANY 5552 E INVERNESS AVE MESA AZ 85206-4802	15.9 OZ	1 OF 1
SHIP J PETERSON TO: 12345 MAIN STREET ROSWELL GA 30076-8845		
	GA 301 9-01 	
UPS SUREPOST TRACKING #: 1Z 123 X56 YH 0000 6701		
		
BILLING: P/P ATTENTION UPS DRIVER: SHIPPER RELEASE		
<small>15.5A 04/2011</small>		