Vendor Routing and Compliance Guide

Domestic Merchandise Vendors

Version 3.0 – December 2016
Dear Valued Vendor Partner,

We have added and/or made changes to our routing guide version 3.0 in response to changes in our business and questions from our vendor partners. Please note: some sections are new or have been moved to a different part of the guide. We recommend that you review the guide from cover to cover due to the significance of the changes.

The following changes have been made from routing guide version 2.9:

- Added quick reference guide (p. 5)
- Added new vendor on-boarding information (p. 7)
- Added Certificate of Insurance reference (p.7)
- Updated EDI requirements (p. 10)
- Clarified that all shipments must have an appointment before arriving at the DC (p. 12)
- Added clarifications regarding routing information and notifications (p. 13)
- Added appointment # to reference numbers required on the BOL (p. 16)
- Clarified the Ship To address information for cross-dock shipments (p. 16)
- Added requirement for listing gross weight for floor displays (p. 18)
- Updated the performance deduction table and clarified metrics (p. 22)
- Added clarification regarding vendor compliance disputes (p. 22)
- Added information regarding how invoices are paid (p. 24)
- Updated contacts (p. 25)

In an effort to increase supply chain productivity, both for Big Lots Stores, Inc. and its affiliates and subsidiaries (collectively “Big Lots”) as well as for all of our business partners, we are providing you with a revised Vendor Routing and Compliance Guide (the “Guide”). The Guide will help both Big Lots and our vendors avoid the costly and time-consuming steps involved in identifying errors, determining the cause of the errors and taking the necessary actions to correct such errors. In addition, compliance with the Guide will reduce transportation costs and service delays by eliminating misinterpretation of routing instructions. Improvements in routing compliance will improve cycle time, lower costs and improve merchandise availability - thus improving SALES for Big Lots and you!

The faster we get your merchandise to our sales floors, the greater the benefit for all involved. Goods will be in season, allowing for better turns and more orders and reorders. The benefits gained by all of us depend on your adherence to our shipping and packing guidelines. Accordingly, please note as of August 1, 2006 Big Lots began enforcing deductions for shipments to Big Lots that are not made in compliance with our Vendor Routing and Compliance Guide.

The Vendor Routing and Compliance Guide contains a complete listing of all deduction issues for violations of our packing and routing guidelines. As you know, the Vendor Routing and Compliance Guide is an integral part of our purchase orders. Your attention is directed to the Vendor Routing and Compliance Guide and the individual purchase orders for the complete statement of terms and conditions applicable to each purchase order.

For an explanation of these violations and to view the complete Vendor Routing and Compliance Guide, please go to our corporate web page at http://www.biglots.com and click the Corporate Information Site link, then For Vendors link, or go directly to the following link: http://www.biglots.com/corporate/vendors/routing-and-compliance then click Vendor Routing and Compliance Guide. Our intention is to work with vendors so we can move product efficiently through our supply chain. Any questions pertaining to traffic, please contact our Traffic Department at 866-823-9501. All other inquiries can be addressed with our Vendor Compliance Department by calling 614-278-3868 or 614-278-3393, or sending an e-mail to vendorcompliancemanager@biglots.com.

Thank you,

Lisa Bachmann
Big Lots, Inc.
Executive Vice President, Chief Merchandising Officer
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**INTRODUCTION**

Big Lots and its affiliates and subsidiary companies (“Big Lots”) are dedicated to the continued development of strong relationships with its vendors to ensure the timely and efficient delivery of merchandise to our distribution centers. The Guide is intended to incorporate all vendor related transportation policies and procedures for both distribution center and store orders. The Guide includes instructions for shipment documentation, labeling, packaging, billing and our routing compliance policies.

We look forward to continued growth in our relationship with you and appreciate your adherence to our policies and instructions.

**About Big Lots**

Big Lots, based in Columbus, Ohio, is a unique, non-traditional, discount retailer. We operate over 1,450 BIG LOTS stores in 47 states and have annual sales of over $5.1 billion. Our vision is to be recognized for providing an outstanding shopping experience for our core customer “Jennifer”, valuing and developing our associates and creating growth for our shareholders. Our Mission is to provide our customers with Surprises in Every Aisle, Every Day!

**General Instructions**

The Big Lots supply chain strategy is designed to ship goods in an efficient, accurate and timely manner. In order to support this process and our ultimate relationship with you, our valued vendor, our packaging, routing and shipping requirements must be adhered to. If you have any questions regarding the Guide, please call the Big Lots Vendor Compliance Team at 614-278-3868 or 614-278-3393.

For purposes of the Guide, a “shipment” is defined as all cartons shipped to a single Big Lots distribution center or store location in a single day from a single origin point.

The following instructions are applicable to all domestic vendors shipping Merchandise. This includes vendors shipping either prepaid, collect or through a third party. The instructions apply to shipments going to all facilities listed on p. 25 of this Guide.

**How to use the Guide**

The Guide is posted on the web at [http://www.biglots.com](http://www.biglots.com) and click the Corporate Information Site link, then the For Vendors link, or go directly to the following link: [http://www.biglots.com/corporate/vendors/routing-and-compliance](http://www.biglots.com/corporate/vendors/routing-and-compliance) then click Vendor Routing and Compliance Guide. In addition to the Guide, supporting information to enable vendors to ship to our DCs and stores is available. Information includes a complete store address list, DC receiving hours of operation and drop days.

**Effective Date**

Effective 30 days after the first date published on the Guide (December 2016). Vendors must follow the routing instructions detailed in the Guide.

The revised version of the Guide (3.0) will supersede all previous versions. Big Lots will monitor notification of receipt of the compliance guide. Big Lots will notify you of any updates to the Guide via email and from our compliance web portal.
Section 1: Quick Reference Guide

The following is a high level summary of guidelines to follow when shipping merchandise to Big Lots. This is not an all-inclusive list of guidelines but highlights critical items in each area. Each item is linked to a more detailed section within the guide.

1. PURCHASE ORDERS (PAGE 8)
   - Vendors must adhere to all dates on the PO; exceptions must be immediately communicated to the buyer.
   - Any exceptions with items/case packs must be immediately communicated to the buyer.

2. EDI
   - VENDOR EDI REQUIREMENT (page 10): All vendors in the Never-Out (NVO) Replenishment Program are expected to be on EDI with Big Lots. High volume vendors (over 60 domestic shipments/year) not in the NVO program are strongly encouraged to be set up on EDI.
   - ADVANCED SHIPMENT NOTIFICATIONS (page 10): All EDI vendors are expected to send ASNs to Big Lots. The ASN must be in full compliance with Big Lots 856 specs and must arrive in Big Lots systems prior to the shipment arriving (best practice is to send the ASN when the truck leaves the ship point).

3. ROUTING (PAGE 12)
   - All shipments over 200 lbs OR over 10 cartons must be routed in the Big Lots Traffic System at www.bigrouting.com ON or BEFORE the Must Be Routed By date on the PO. This gives our Traffic team visibility to begin the transportation process.

4. LABELING & SHIPPING
   - DOCUMENTATION (page 15): All shipments must have a packing list and Bill of Lading. The packing list must match the contents of the trailer and must be applied to the last pallet or carton loaded on the trailer.
   - MASTER CARTON PACKAGING (page 17): All product must be packaged in a way that ensures it will arrive free of damage or wear. Cartons must be sealed with tape.
   - LABELING FOR NON EDI VENDORS (page 18): Palletized merchandise (pallets of same article) can be labeled at the pallet level, while floor loaded merchandise is labeled at carton level. Label on 2 sides with vendor name/#, PO number, article #, department #.
   - LABELING FOR EDI VENDORS (page 19): GS1-128 labels are required at pallet level (palletized freight) or carton level (floor loaded).
   - PALLETTIZING PRODUCT (page 20): Pallets must be at least B grade quality, GMA 4-way, 48” x 40” (white wood preferred, but Chep/Peco/iGPS are accepted). One SKU/article per pallet. Contact Vendor Compliance for mixed pallet instructions. Pallets must be securely wrapped to the top of the pallet.
   - LOADING FREIGHT (page 21): It is the shipper’s responsibility to brace, block and secure freight to prevent shifting/damage in transit. The shipper is also responsible for sealing the trailer.
   - SHIPPER LOAD & COUNT (SL&C) AGREEMENT (page 21): All product is under SL&C agreement unless otherwise authorized by Big Lots buyer and GM of Transportation.
5. VENDOR COMPLIANCE

□ PERFORMANCE DEDUCTIONS (page 22): Vendors in violation of the policies/guidelines are subject to compliance deductions. Vendors wishing to dispute a Vendor Compliance performance deduction must do so in the compliance portal within 60 days of the assessed date.

6. INVOICING

□ INVOICE REQUIREMENTS (page 23): Vendors may submit invoices via US Mail, email (OutsideVendorInvoices@biglots.com) or via EDI.

□ Separate invoices are required for each PO and/or trailer (multiple loads on a PO can be billed separately or combined on one invoice for the total PO).
Section 2: New Vendor Set Up

All new vendors shipping domestic merchandise to our distribution centers will be sent an e-mail invitation from our Vendor Compliance System to complete the new vendor onboarding process. This process gives a high level overview of Big Lots and Big Lots’ Distribution and Transportation Services policies and procedures. The e-mail will come from the address invite@biglots.com. If you do not receive this e-mail please contact the Vendor Compliance Department at vendorcompliancemanager@biglots.com.

The new vendor on-boarding process must be completed in order for a vendor to be able to dispute deductions issued in the Vendor Compliance System. A training video with instructions for navigating the Vendor Compliance System can be found at http://www.biglots.com/corporate/vendors/compliance-training.

After completing the on-boarding tasks, new vendors are encouraged to set up a conference call with the Big Lots Vendor Compliance Department to review the policies and ask any remaining questions prior to shipping. Inquiries should be sent to vendorcompliancemanager@biglots.com.

New Vendors and EDI

New vendors are encouraged to be connected with Big Lots via EDI however this is not a requirement for your initial set of purchase orders.

Vendors who continue to do business with Big Lots are expected to get set up on EDI. Vendors in the Never-Out (NVO) Replenishment program are expected to be on EDI and be in full compliance with all supported EDI documents. Non-NVO high volume (over 60 shipments/year) and other strategic vendors may be contacted by the buyer and/or Vendor Compliance Department to be set up on EDI.

Vendors who have never been connected to Big Lots via EDI must acknowledge the Big Lots PO Terms and Conditions before the EDI can be activated. Contact the Vendor Compliance Department at vendorcompliancemanager@biglots.com to complete this acknowledgement process.

Big Lots supports the following EDI transactions for shipments to our distribution centers:

850 – Purchase Order
856 – Advanced Shipment Notification and associated GS1-128 label
860 – Purchase Order Change
810 – Invoice

All Big Lots EDI specs are available at http://www.biglots.com/corporate/vendors/EDI-enablement. Any questions regarding the specs should be directed to the Big Lots EDI Department at biglotsedidept@biglots.com.

Big Lots uses SPS Commerce as its EDI testing partner. Visit SPS Commerce at http://www.spscommerce.com/wtl_biglots/biglots.shtml and complete the form to be contacted by SPS Commerce for testing. Vendors are not required to use a SPS Commerce EDI solution when connecting with Big Lots.

Certificates of Insurance

Vendors are required to provide an Insurance Certificate as evidence of coverage to Big Lots or the agent at the time Big Lots formally accepts you as a vendor and annually thereafter, within 60 days of coverage renewal. The Insurance Certificate is one of the required documents for the business. The Certificate of Insurance and Indemnification Policy can be found on the Big Lots web page at http://www.biglots.com/corporate/vendors/routing-and-compliance. Questions about this requirement should be directed to the Big Lots Risk Management Department (see contact list on p. 25).
Section 3: Purchase Order Information

All Big Lots purchase orders must be shipped complete as ordered. Shipping partial orders (any short POs) may result in a deduction for additional transportation costs. We maintain a no back order policy, with the exception of replenishment orders as noted below.

Listed below are the dates on a sample PO in paper and EDI format. The matrix below the sample gives a definition for each date.

<table>
<thead>
<tr>
<th>Date Name</th>
<th>Definition</th>
<th>Paper PO Reference</th>
<th>EDI PO Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO Creation Date</td>
<td>Date the PO was created by Big Lots</td>
<td>Date Created</td>
<td>DTM\275\</td>
</tr>
<tr>
<td>Must Be Routed By</td>
<td>Date the PO must be routed on or before in the Traffic system at <a href="http://www.bigrouting.com">http://www.bigrouting.com</a> without incurring possible late route penalty</td>
<td>Must Be Routed By</td>
<td>DTM\073\</td>
</tr>
<tr>
<td>Start of Ship Window</td>
<td>The earliest day the PO can ship</td>
<td>Do Not Ship Before</td>
<td>DTM\037\</td>
</tr>
<tr>
<td>End of Ship Window</td>
<td>The last day the PO can ship without incurring possible late ship penalty or risk being canceled by buyer</td>
<td>Cancel if not Shipped by</td>
<td>DTM\001\</td>
</tr>
<tr>
<td>Expected Landing</td>
<td>The first day of the week the PO is expected to deliver to the Big Lots DC</td>
<td>Item page of PO, far right column</td>
<td>DTM\002\</td>
</tr>
</tbody>
</table>

**Tips:**
- **Route** POs as soon as you receive them. If you do this you will never be flagged as being late!
- PO dates can vary depending on the DC location. **Do not assume** that all dates on a set of POs are the same.
- **Communicate** with the buyer as soon as there is doubt of any date on the PO being met.
- **Clarify** with the buyer that PO date extensions will or will not make you exempt from compliance penalties.

**REMEMBER:** Routing and shipping are independent processes. The vendor declares in the routing request when the shipment will be ready to ship. This date must be on or between the start and end of the ship window.

**NOTE:** Vendor Compliance deductions may be assessed for non-compliance to these dates (see page 22)
Replenishment Purchase Orders

Vendors are required to accurately forecast future merchandise needs in conjunction with Big Lots merchants using our sales information or other means. Any back orders of replenishment product may be subject to cancellation without notice. If a back order shipment is authorized by the buyer the product must be shipped freight prepaid within ten (10) working days of the initial or first shipment of the order in question.

All orders shall be shipped in the quantities specified. The buyer has the right to refuse or return to the vendor/shipper any overage at the vendor’s/shipper’s expense. The vendor/shipper may be assessed handling charges.

Merchandise shipped shall be the same as the approved samples. Failure of the vendor/shipper to comply shall result in either the merchandise being returned to the vendor at the vendor’s expense, or other options negotiated and agreed to by the buyer.

If a vendor is unable to fill a Purchase Order as ordered, substitutions of Style/Article, color, size, quantity changes, Style/Article elimination, ticketing discrepancies and date changes must be approved by the buyer. HANDWRITTEN BUYER NOTES, VERBAL OR PHONE AGREEMENTS ARE NOT ACCEPTABLE. The buyer is responsible for making all agreed upon changes to the Purchase Order prior to shipment.

Failure of the vendor/shipper to comply with purchase order shipping guidelines may result in the goods being cancelled or returned at the vendor’s/shipper’s expense in addition to handling charges being assessed. If not returned, the vendor/shipper may be assessed handling and storage charges for the repackaging of the goods by Big Lots.

The return of any merchandise because of failure to ship or deliver on time or conform to the specifications on the Purchase Order shall be at the vendor’s sole expense. In addition, for any collect shipments, the inbound transportation costs will be charged back to the vendor.

When merchandise is to be returned to the vendor, an authorization number must be provided to Big Lots within three (3) days of request.
Section 4: EDI Enablement

Due to changes in our supply chain business requirements, Big Lots expects all vendors in the Never-Out (NVO) Replenishment Program to use EDI (Electronic Data Interchange) for all transactions and be in full compliance with all supported documents. Non-NVO high volume vendors (over 60 shipments/year) are strongly encouraged to be on EDI. Non-NVO high volume and other strategic vendors may be contacted by the buyer and/or Vendor Compliance Department to be set up on EDI.

Vendors who have never been connected to Big Lots via EDI must acknowledge the Big Lots PO Terms and Conditions before the EDI can be activated. Contact the Vendor Compliance Department at vendorcompliancemanager@biglots.com to complete this acknowledgement process.

Big Lots supports the following EDI transactions for shipments to our distribution centers:

- 850 – Purchase Order
- 856 – Advanced Shipment Notification and associated GS1-128 label
- 860 – Purchase Order Change
- 810 – Invoice

All Big Lots EDI specs are available at http://www.biglots.com/corporate/vendors/EDI-enablement. Any questions regarding the specs should be directed to the Big Lots EDI Department at biglotsedidept@biglots.com.

Big Lots uses SPS Commerce as its EDI testing partner. Visit SPS Commerce at http://www.spscommerce.com/wtl_biglots/biglots.shtml and complete the form to be contacted by SPS Commerce for testing. Vendors are not required to use a SPS Commerce EDI solution when connecting with Big Lots.

A. 856 Advanced Shipment Notification Requirements

Vendors sending ASNs must adhere to the following.

- The vendor must be in compliance with all fields on the ASN; non-compliance with critical fields on the ASN may result in a compliance deduction (see p. 22). Critical fields are defined as PO#, DC Ship To Location, Vendor #, Ship Request #, SKU/article# and units shipped at the SKU/article level.
- The ASN must arrive before the shipment arrives at the Big Lots distribution center; missing or late ASNs may result in a compliance deduction (see p. 22).
- If shipping multiple POs on a single truck, there should be an ASN for each PO on the truck.
- The line items and quantities on the ASN must match the contents of the truck.
- Vendors sending ASNs must still send packing lists with their freight unless otherwise authorized by the Vendor Compliance Department.

Any ASN data validation errors will be automatically e-mailed to the vendor by the Vendor Compliance system. The vendor should correct the errors and resend the ASN (coded as a revised ASN) if possible. The ASN EDI specification can be found on our web page at http://www.biglots.com/corporate/vendors/EDI-enablement.

Note: ASNs are not required for FedEx/UPS small parcel shipments and shipments sent directly to stores (DSD shipments). If you chose to send ASNs, please use the SCAC code of FDEG or UPSN in the ASN for small parcel shipments.

B. GS1-128 Label Placement Requirements

When possible, GS1-128 labels should be placed on a carton side (not top or bottom) facing outward if on a pallet. If carton size does not permit label placement on a side, contact the Vendor Compliance Department for labeling instructions. Labels should be kept away from vertical edges so that barcodes are less likely to be accidentally damaged in transit.
C. GS1-128 Label Layout

Label Size: standard 4x6 labels

- Request an exemption if standard 4x6 label cannot be used because of carton size limitation

Zone Content:

<table>
<thead>
<tr>
<th>Zone</th>
<th>Description</th>
<th>Font</th>
<th>Information Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Ship From Address</td>
<td>10-12 pt</td>
<td>Mandatory: Vendor Name</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Optional: Vendor Address</td>
</tr>
<tr>
<td>B</td>
<td>Ship To Address</td>
<td>10-12 pt</td>
<td>Ship to name, address, DC / store #</td>
</tr>
<tr>
<td>C</td>
<td>Ship To Postal Code and Barcode</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Shipment Information</td>
<td></td>
<td>Carrier, Big Lots PO#, BOL#, Tally info.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Carton X of Y (floor loaded)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Pallet X of Y (palletized)</td>
</tr>
<tr>
<td>E</td>
<td>Carton Contents</td>
<td></td>
<td>Big Lots Article #, Vendor Part #</td>
</tr>
<tr>
<td>F</td>
<td>UPC# and Barcode</td>
<td></td>
<td>Provide when populated on EDI 850</td>
</tr>
<tr>
<td>G</td>
<td>DC / Store Location Code and Barcode</td>
<td></td>
<td></td>
</tr>
<tr>
<td>H</td>
<td>Mark For Location Code</td>
<td></td>
<td>Minimum field length: four digits</td>
</tr>
<tr>
<td>I</td>
<td>GS1-128 Serial Shipping Container Code</td>
<td></td>
<td>Use SSCC-18 barcode format</td>
</tr>
</tbody>
</table>

Font 10 to 16 pt. depending on the zone of the label and 20 mil bars unless specifically noted.

Notes:

- Per the GS1 standards, the SSCC-18 value must not be reused within a 12 month period. See [http://www.gs1-128.info/sscc-18](http://www.gs1-128.info/sscc-18) for more information.
- ASN and GS1-128 labels are not required for FedEx/UPS shipments and direct to store shipments (DSD)
Labeling notes continued:

- Shipments that are pallet loaded where a pallet contains like merchandise the label will be per pallet.
- Shipments that are floor loaded the label will be per carton.
- Shipments that are pallet loaded where a pallet contains mixed merchandise the label will be per pallet and per carton.
- If merchandise is shipped in the same carton that will be displayed on the sales floor, DO NOT place the shipping label on the facing of the carton. Place it on the bottom or the backside of the carton.
- Please ensure that no portion of the UPC barcode or pertinent graphics and merchandise specifications are covered.
- Special handling requirements such as, but not limited to: Circular merchandise, Fragile, Flammable, Hazardous, Perishable, Protect from Heat, This End Up, Protect from Freezing, Rush etc., must be prominently displayed close to the outer cartons markings associated with the GS1-128 label.

Section 5: Routing Instructions and Transportation Information

The following section details instructions for routing shipments either FOB collect or prepaid inbound to U.S. operations.

Vendors must submit the routing request through the Big Lots web portal at www.bigrouting.com no later than the “Must Be Routed By” date on your Purchase Order or be subject to a vendor performance deduction (see Performance Deduction list on page 22). Big Lots Traffic has no visibility to your shipment until the Purchase Order is routed.

Vendors shipping from multiple facilities or relocating a shipping facility cannot ship one Purchase Order from more than one FOB point. Failure to notify Big Lots of multiple outbound locations to receive a Purchase Order change, or failure to adhere to the specific instructions provided by Big Lots may result in a deduction.

1. **Prepaid Shipments**

   Once a prepaid purchase order has been routed, the carrier will need to contact our inbound routing team at appointments@biglots.com to schedule a delivery appointment. All shipments must be scheduled in advance of the truck arriving at the distribution center. Best practice is to route and schedule prior to the truck departing the ship point. The driver will need the appointment # received at the time of routing in order to pass through the security gate at the DC. Any truck which arrives without an appointment may be turned away by Big Lots.

2. **Collect Shipments / Carrier Selection**

   Once a collect purchase order has been routed and the carrier has accepted the tender, an electronic notification will be emailed or faxed to the transportation contact at the vendor. This e-mail will indicate which carrier will be contacting the vendor within 48 hours of desired pick up to schedule a pick up appointment.

   **Tips to accelerate the process of routing your Purchase Order on the Inbound Web Portal:**

   1. When shipping on non-stackable pallets please multiply your pallet count times 112 to get your cube. If you are shipping on stackable pallets multiply 56 times your pallet count to get the cube.
   2. Please use the “View ship request link” to ensure you’re not creating duplicate requests for the same truck.
   3. Make sure the “Ready Date” you’ve selected is the true ready date of the product.
   4. Please validate the contact information tied to the pickup locations to ensure the carriers are calling the correct person.
   5. If you have any issues during the routing or shipping process please use the “contact us” link.

3. **Vendor Registration**

   If you have not registered on the routing web portal at www.bigrouting.com and created a separate Username and Password for entry to the web portal, please follow these steps.

   1. Select Register
   2. Select Vendor
      - Fill in all fields
      - When finished, select the register button
      - A notice will appear “Thank you for registering”. Your registration is awaiting approval, you will receive an email once your account has been activated
4. **Contact Information**

Select Contact Us at the bottom if you wish to communicate questions or concerns to the routing team.

- Fill out the message box
- Select the desired communication option
- Select the preferred contact method

For immediate action contact our inbound routing team at 866-823-9501 or at biglotsinbound@unyson.com.

Note: It is the vendor’s responsibility to notify the Transportation Team via phone or email for cancellation of any collect trucks that have been routed and ordered, but are no longer needed. Failure of notification will result in a performance deduction for truck ordered but not used.

5. **Creating a Routing Request**

We cannot change or delete any entry made by the vendor. If you find the information is incorrect, contact Big Lots right away by using the Contact Us option or call 866-823-9501 for immediate assistance. Collect POs will not be able to be selected for routing within 24 hours of the cancel date. **POs should be routed as soon as they are received.**

To create a routing request (Collect or Prepaid) please do the following:

1. Go to [www.bigrouting.com](http://www.bigrouting.com) and log in.
2. Select ship request on the tool bar then select either Collect or Prepaid Request.
3. Using the Origin drop down box select the origin location you will be shipping from.
4. Using the Destination drop down box select the Distribution Center number that you wish to ship to.
5. Please select the calendar date for the shipment and then select continue.
6. Select all the purchase orders that you wish to ship from the drop down list.
7. Select continue at the bottom of the page.
8. Select the load type. **Note:** A performance deduction may be assessed if load type is incorrect (see page 22)
9. Fill in all load specific information (i.e. stackable, overflow, pallet spaces, pick up #, etc.).
10. Fill in the total cartons, total weight and total cube of the cartons for each purchase order, and the freight class. Do not use commas or decimals.
11. Select continue at the bottom of the page.
12. Verify that all the information is correct, the ship from address, the ship to address, the purchase orders and the cartons, weight and cube. If everything is correct select Finalize.

A message will pop up with your assigned Big Lots shipment request number (if sending ASNs, this number needs to be sent on the ASN – see page 10). If collect, once your load has been tendered and accepted the designated carrier will contact you within 48 hours of the ship date to schedule a pick up.

6. **Automated Email Notifications**

An email notice will be sent to the email address provided once your shipment has been accepted by a carrier. It will include a link to the routing so you can check the status of the shipment.
7. **Routing Requirements**

Please follow the information below to determine the Big Lots required mode for which your freight must be shipped. This matrix applies to shipments to Big Lots DCs only. Direct to Store deliveries are prepaid and arranged by the vendor.

<table>
<thead>
<tr>
<th>Weight, Cube, Cartons</th>
<th>Route Via</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 pound to 200 pounds AND less than or equal to 10 cartons</td>
<td>FedEx Ground Collect (1-800-463-3339)</td>
</tr>
<tr>
<td>Greater than or equal to 201 pounds or greater than or equal to 11 cartons</td>
<td>PO must be routed on the Big Lots Web Portal</td>
</tr>
<tr>
<td>All Air Freight, Expedited or Guaranteed Shipments</td>
<td>Contact Big Lots for instructions</td>
</tr>
</tbody>
</table>

For all collect shipment pickup requests, the Big Lots assigned carrier will call your facility to obtain a pickup at least 48 hours in advance. If you have required pick up numbers, please assign them to the carrier when they call for an appointment.

- Freight MUST be tendered with DC/purchase order integrity, which is defined as follows.
- All cartons for an individual DC shipment must be loaded together on the trailer at all times, and if palletized, must NOT be distributed across multiple pallets unless the shipments are large enough to require more than one pallet.
- Big Lots will not reverse charges for shipments sent prepaid in error by the vendor.
- Big Lots will not be responsible for collect shipments routed by the vendor via any carrier except via carriers assigned at the time of routing.
- HAZMAT shipments: Vendors must meet all associated HazMat shipment state and federal compliance requirements. All associated accessorial charges are the responsibility of the vendor.
- The vendor is responsible for notifying Big Lots of temperature sensitive products, prior to shipping. Neither Big Lots nor our carriers will be responsible for temperature related damages if notification has not been received prior to pick up. Please contact the Big Lots Inbound Routing team to confirm routing instructions.

8. **Transportation Exceptions**

- **Prepaid** – If your carrier will not make their scheduled delivery appointment, contact appointments@biglots.com to reschedule.

- **Collect** – If the Big Lots assigned carrier does not show or reschedules the pickup appointment, contact biglotsinbound@unyson.com.

**Note:** In the event that a Big Lots authorized carrier misses a pickup which causes you to carry individual shipments over into the following week, whenever possible, please combine those shipments with new orders you have for those same locations and ship them on a single Bill of Lading during the next calendar week. Calendar week is defined as Sunday to Saturday. Multiple purchase orders received for an individual location are to be aggregated and shipped on a single Bill of Lading on the same day. The Bill of Lading should list all Purchase Order numbers and represent the combined weight, cartons and cube for all Purchase Orders shipping together, going to a single Big Lots destination. Please contact the Big Lots Transportation team at 866-823-9501 if you are able to combine shipments.

9. **Accessorial Responsibilities**

All charges for accessorial service performed at the vendor’s ship point not previously agreed upon by the buyer/or the Big Lots transportation team will be the responsibility of the vendor. These services include, but are not limited to sorting, detention and pickups cancelled after carrier has arrived.

**Note:** any additional freight charges arising from reconsignment due to incorrect address information that Big Lots does not receive in advance of pickup will be the vendor’s responsibility.
Section 6: Documentation Requirements

This Section details the requirements regarding the packing list, bill of lading, shipper load and count agreement, “Said to Contain” shipments and the billing of freight charges.

A. Packing Lists

Packing lists are mandatory and must accompany each shipment. The packing list information must match the contents of the trailer. A missing or inaccurate packing list may result in a performance deduction (see Performance Deduction List on page 22).

The packing list must be presented in a clear plastic envelope and attached to the outside of the last pallet or carton loaded for each shipment, facing the trailer or container door. If the Bill of Lading also serves as the packing list, please make a copy of the Bill of Lading and present this in a clear plastic envelope attached to the outside of the last pallet or carton loaded.

Big Lots requires at least ONE packing list per trailer. If shipping multiple POs on the same trailer, there should be a packing list for each PO.

Drivers requesting a packing list may be given a copy. However, the original packing list must remain on the freight.

The packing list must contain the following information:

- Big Lots Distribution Center number and DC address
- Vendor name and Big Lots vendor ID
- Purchase order number
- Total cartons and weight
- Big Lots Article number and vendor part/item number
- Quantity by Item/Style/Article number
- Item description
- Master and inner pack quantity
- Ship date

Note: Vendors sending EDI ASNs (advanced shipment notifications) must also send a packing list with their loads unless otherwise instructed by the Vendor Compliance Department (see page 10 for EDI requirements).
B. Bill of Lading

Vendors must ship using DC specific Bills of Lading. There should never be more than one (1) Bill of Lading per location, unless you have received special authorization from our transportation team to do so in advance. If the Bill of Lading also serves as the packing list, please make a copy of the Bill of Lading and present this in a clear plastic envelope attached to the outside of the last pallet or carton loaded.

The Bill of Lading must contain the following information:

- Complete destination Distribution Center address as well as the DC identifying number, e.g. Columbus = 890
- Freight Terms, e.g. “Freight Collect” or “Prepaid”
- Vendor name and complete ship from address
- Vendor’s ID number
- Ship date
- Carrier name
- Ship Request # (if known)
- Appointment # (if known)
- Seal number attached to the trailer by the vendor
- Accurate NMFC # for LTL shipments (including sub item # if applicable), NMFC Class, number of cartons and weight by item. Please note that it is the vendor’s responsibility to update any changes to the NMFC #s applicable to their products. Vendors will be responsible for all additional freight charges resulting from items that are misclassified.

Note: Shipments moving through a cross-dock facility must have the final DC destination address listed on the purchase order as the “Ship To” address on the BOL.

A sample BOL form can be downloaded from the GS1 web page at the following address:

http://www.gs1us.org/DesktopModules/Bring2mind/DMX/Download.aspx?Command=Core_Download&EntryId=673&PortalId=0&TabId=785

For Collect Vendors:

BOLs should be marked as “3rd Party”. The 3rd Party Freight Charges Bill To is as follows:

Big Lots c/o Unyson Logistics
2000 Clearwater Drive
Oak Brook, IL 60523

For “Said to Contain” scenarios only: Big Lots’ designated carriers will NOT accept Bills of Lading that are marked “Said to Contain”. All Bills of Lading must have complete and accurate carton counts. If, however, the carrier cannot count the cartons due to stretch wrap inhibitors, or if the bill of lading information cannot be accurately verified, the carrier will sign for stretch-wrapped pallets as the responsible pieces. The carrier will only be responsible for the pieces (cartons or pallets) signed for. All other shortages will be the responsibility of the vendor. Carriers will do their best to count each and every carton.

For all other vendors that are utilizing the services of a third party shipping facility (3PL) the vendors name and vendor ID MUST be shown on the Bill of Lading as the shipper of record “In Care Of” the 3PL. All BOLs that show the 3PL as the shipper of record will be subject to Performance Deductions as per the Schedule in Section 9. Do not, under any circumstances, prepay and add freight charges to your invoice. Freight charges added to a vendor’s invoice will be deducted and subject to an administrative fee.
Section 7: Packaging and Labeling

This section details requirements regarding packaging, carton sealing, carton labeling and carton specifications.

A. Packaging Requirements

- All products must be packed in a way that ensures that they will arrive free of any damage or wear.
- All packaging must be designed and manufactured to comply with all applicable standards as set forth by the National Motor Freight Classification (NMFC) to withstand the normal rigors of transportation and physical distribution process.
- The master carton must be able to sustain floor loading within trailers for distribution.
- The appropriate packaging includes, but is not limited to: cartons, crates, pallets, blanket wrap and any of the preceding in combination, or any other packaging method that ensures that product arrives free of damage.
- Cartons not completely protecting the product must be reviewed and approved by the Vendor Compliance Department prior to shipping to Big Lots. See page 25 for a contact list.
- Sufficient internal packaging materials must be used to ensure adequate protection during handling and shipping (e.g., bubble wrap, Styrofoam layers, corrugated or wood dividers, corrugated corner protection, blow-in foam, items individually wrapped or bagged, etc.).
- It is the vendor’s responsibility to package and protect merchandise subject to regional climatic specifications.
- All shipping cartons must protect inner packs and individual selling units.

B. Corrugate Recommendations

- Both master and inner cartons should be of a corrugated material (i.e. not boxboard or chipboard)
- Preferred style is of a regular slotted carton (RSC)
- Cartons with a gross weight of 1-65 lbs. should have corrugate with a burst strength of 200 lbs/in or 32 lbs/in ECT
- Cartons with a gross weight over 65 lbs. should have corrugate with a burst strength of 275 lbs/in or 44 lbs/in ECT
- Required corrugate strength may be greater depending on the product packaged

C. Carton Conveyability Standards

- In order to efficiently handle merchandise through our distribution centers using conveyer equipment, cartons need to fall within the size and weight guidelines listed:

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>Minimum</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>6&quot;</td>
<td>42&quot;</td>
</tr>
<tr>
<td>Width</td>
<td>6&quot;</td>
<td>24&quot;</td>
</tr>
<tr>
<td>Height</td>
<td>2&quot;</td>
<td>29&quot;</td>
</tr>
<tr>
<td>Weight</td>
<td>2 lbs.</td>
<td>75 lbs.</td>
</tr>
</tbody>
</table>

*Note:* these standards apply to both master and inner cartons

D. Carton Sealing Requirements

- Cartons must be sealed with strong packaging and/or reinforced tape.
- All items will be completely enclosed to ensure product protection with no product exposure or protrusions that would injure personnel or damage material handling equipment.
- Strapping or banding of any kind is NOT permitted for cartons less than 70 lbs. gross weight unless otherwise authorized in writing by the buyer and the Vendor Compliance Manager.
- Floor displays may be strapped to the pallet for stability.
E. Labeling Requirements

Note: For questions about pre-ticketed merchandise, please see the pre-ticketing manual provided to you when you received your purchase order.

The Style/article number stamped, printed or labeled on the outside of the box, case or cartons shall match the contents of the box, case or carton. All merchandise shipped with incorrect identification shall be processed at the discretion of Big Lots. If merchandise is returned the vendor/shipper may be assessed handling and shipping charges.

All merchandise shall be shipped in the packs and assortments (size and color) within a master pack according to the purchase order agreement. Only one Style/article number shall be shipped per box, case or carton.

All merchandise shall have all required special handling icons (fragile, arrows up, heavy, etc.) and seasonal carton markings (Christmas, Harvest, etc.) printed on the outside of the master carton. Refer to the Master Carton Marking Guide at http://www.biglots.com/corporate/vendors/routing-and-compliance.

Floor displays (full pallet, half pallet, quarter pallet) must have the gross weight of the display listed on the pallet label or outer protective shroud of the display.

1. Labeling – Non-EDI Vendors

a) Palletized Merchandise – Label each pallet on two sides with the vendor number, vendor name, ship from and to address, purchase order number, article number and the carton count per article. The cartons on the pallet must have a description of the product printed on the carton (i.e. blank cartons are not allowed).

Only one style/article number shall be shipped per pallet. Big Lots allows one partial pallet per style/article number. In the case where small quantities have been ordered resulting in underutilized pallets, please contact the Vendor Compliance Department for appropriate palletizing instructions.

b) Floor Loaded Merchandise – Label each carton on two sides with the Big Lots purchase order number, Big Lots style/article number, Department # and product description.

<table>
<thead>
<tr>
<th>Ship From:</th>
<th>Big Lots Stores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Lots Vendor - Vendor #0000000</td>
<td>PO: 999999999</td>
</tr>
<tr>
<td>123 Any Street</td>
<td>Article: 000000000</td>
</tr>
<tr>
<td>Any Town, Any State 00000</td>
<td>Dept: 000</td>
</tr>
<tr>
<td>Ship To:</td>
<td>Description: 2&quot; widgets</td>
</tr>
<tr>
<td>Big Lots DC #890</td>
<td></td>
</tr>
<tr>
<td>500 Philippi Road</td>
<td></td>
</tr>
<tr>
<td>Columbus, OH 43228</td>
<td></td>
</tr>
<tr>
<td>PO: 99999999</td>
<td></td>
</tr>
<tr>
<td>Article: 000000000</td>
<td></td>
</tr>
<tr>
<td>Count: 80 cartons</td>
<td></td>
</tr>
</tbody>
</table>

Pallet Label Example
Non-EDI Vendor

Carton Label Example
Non-EDI Vendor
2. **Labeling – EDI Vendors**

Note: EDI vendors should label their merchandise and pallets using the GS1-128 label format. See example on page 11. Only one GS1-128 label is needed per pallet or carton.

   a) **Palletized Merchandise** - Shipments that are pallet loaded where a pallet contains like merchandise the label will be per pallet. The cartons on the pallet must have a description of the product printed on the carton (i.e. blank cartons are not allowed).

   Shipment that are pallet loaded where a pallet contains mixed merchandise the label will be per pallet AND per carton.

   Only one style/article number shall be shipped per pallet. Big Lots allows one partial pallet per style/article number. In the case where small quantities have been ordered resulting in underutilized pallets, please contact the Vendor Compliance Department for appropriate palletizing instructions.

   c) **Floor Loaded Merchandise** – Shipments that are floor loaded will be labeled per carton.
**Section 8: Loading/Shipping**

This section lists requirements for pallet loading, suggested guidelines to prevent damages and shipper load and count rules.

**A. Pallet Requirements (if shipping on pallets)**

Big Lots DOES NOT HAVE A PALLET EXCHANGE POLICY. It is the vendors’ responsibility to inform the carrier of our “No Pallet Exchange” policy. Any charges for pallets must be negotiated up front with the buyer.

**Big Lots prefers merchandise and furniture to be shipped on pallets or slip sheets.**

Only one style/article number shall be shipped per pallet. Big Lots allows one partial pallet per style/article number. In the case where small quantities have been ordered resulting in underutilized pallets, please contact the Vendor Compliance Department for appropriate palletizing instructions.

If merchandise is palletized, the following standards must be adhered to:

- Pallets must be of at least **Grade B, GMA 4 way type, 48”x40”**.
- Clear transparent shrink-wrap must be used to secure the freight to the pallet.
- The use of colored shrink-wrap is not permitted.
- The shrink-wrap should be tied or attached to the pallet ensuring that the first wrap covers the pallet.
- Pallet should be wrapped securely from the top to the bottom.
- DO NOT double stack pallets and wrap them together to create a single handling unit.
- Single pallet weight may not exceed 2,500 lbs without written authorization from Big Lots.
- Freight is not to overhang the pallet more than 1 ½” on any side.
- Cartons are to be placed on the pallet so that the labels face upward or outward.

Please contact the BigLots Vendor Compliance Department if you have any questions about pallet requirements. See page 25 for a contact listing.

**Pallet Types**

- Big Lots prefers freight to be loaded on white wood, Grade B or better, GMA 4-way type, 48”x40” pallets
- Rented pallets (ex: Chep, iGPS, Peco) are accepted but are discouraged from being sent to Big Lots due to the additional liability and handling cost incurred by Big Lots for returning the pallets

Listed below are the Big Lots account numbers for Chep and Peco:

<table>
<thead>
<tr>
<th>DC City</th>
<th>Chep</th>
<th>Peco</th>
</tr>
</thead>
<tbody>
<tr>
<td>Columbus, OH – DC 890</td>
<td>6100401149</td>
<td>44911</td>
</tr>
<tr>
<td>Durant, OK – DC 879</td>
<td>4000065470</td>
<td>44907</td>
</tr>
<tr>
<td>Montgomery, AL – DC 870</td>
<td>6100616408</td>
<td>44910</td>
</tr>
<tr>
<td>Rancho Cucamonga, CA – DC 873</td>
<td>6100416124</td>
<td>44909</td>
</tr>
<tr>
<td>Tremont, PA – DC 874</td>
<td>6130938763</td>
<td>44908</td>
</tr>
</tbody>
</table>

**Pallet Max Requirements Table:**

<table>
<thead>
<tr>
<th>DC City</th>
<th>State</th>
<th>Pallet Length</th>
<th>Pallet Width</th>
<th>Max pallet weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Columbus</td>
<td>OH</td>
<td>48&quot;</td>
<td>40&quot;</td>
<td>2,500 lbs</td>
</tr>
<tr>
<td>Montgomery</td>
<td>AL</td>
<td>48&quot;</td>
<td>40&quot;</td>
<td>2,500 lbs</td>
</tr>
<tr>
<td>Rancho Cucamonga</td>
<td>CA</td>
<td>48&quot;</td>
<td>40&quot;</td>
<td>2,000 lbs</td>
</tr>
<tr>
<td>Tremont</td>
<td>PA</td>
<td>48&quot;</td>
<td>40&quot;</td>
<td>2,500 lbs</td>
</tr>
<tr>
<td>Durant</td>
<td>OK</td>
<td>48&quot;</td>
<td>40&quot;</td>
<td>2,500 lbs</td>
</tr>
</tbody>
</table>
B. **Damage Free Loading**

- When floor loading trailers, always load tight, bottom to top and side to side.
- DO NOT MIX ARTICLES when floor loading. Load one article until complete and then start the next article.
- Always load heavy freight on bottom with light freight on top to prevent crushing and load instability.
- When loading product on a trailer that will not be filled to capacity, down stack the product on the rear of the trailer to resemble stair steps (see left photo below). This should minimize product from falling while the trailer is in motion, thus reducing the chance of damage.

- Vendors are responsible for securing pallets and floor loads to keep them from shifting during transit. Approved items to secure freight are as follows: load locks, air bags, dunnage and trailer straps (see right photo above).
- Trailers must be sealed by the vendor before it departs the ship point. The seal number must be noted on the BOL.

C. **Shipper Load and Count Agreement**

Product must be shipped as “Shipper Load and Count” (SLC), unless previously authorized by the buyer and the Traffic Manager to ship “Shipper Load and Driver Count”. Vendors must provide the Vendor Compliance Department written authorization from the buyer to make the change. Big Lots will hold the carrier responsible ONLY for cartons or pallets confirmed by the carrier at pickup.

For “Shipper Load and Count” scenarios: The agreement between the shipper and carrier will dictate that cartons will be counted at the shipper’s facility. If the vendor does not complete the Bill of Lading as stipulated in the agreement (e.g. the vendor completes the Bill showing a pallet count rather than a carton count) the carrier will only be responsible for the units as defined in the agreement. All other shortages will be the responsibility of the vendor. Big Lots will assume no liability for any SLC agreements between carrier and vendor. It is important that each carrier and vendor understand the exposure and risk of such agreements. If the carrier and vendor should enter into such an agreement, Big Lots asks that all carriers adhere to and agree with the elements of an SLC as found below, in particular:

- The SLC agreements will stipulate cartons counts, not skid counts
- Notification of exception must occur within twenty four (24) hours of first point of break
- Notification of exception or NO exception MUST be provided back to the vendor

If a vendor has a Shipper Load and Count Agreement that they would like Big Lots to review to see if it fits within Big Lots guidelines, please contact the Big Lots Transportation Team.
Section 9: Performance Deduction List

A. Performance Deductions

Big Lots requires its vendors to strictly adhere to the instructions contained within this document. Vendors failing to adhere to these instructions will be subject to performance deductions as per the schedule below. These charges are designed to cover the additional costs incurred by Big Lots and to foster improved performance with our Routing and Compliance Guide instructions. Please be advised that Big Lots’ decision to modify orders and/or forego deductions in any one or several instances shall not constitute an agreement to forego or waive any deduction in the future and shall not act as a waiver of the right to enforce deductions in the future. Big Lots reserves all such rights and remedies, including the right to fully enforce all Vendor Compliance procedures.

<table>
<thead>
<tr>
<th>Metric Name / Where Referenced in Guide</th>
<th>Deduction Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Packing list missing – Page 15</td>
<td>$50.00 per occurrence</td>
</tr>
<tr>
<td>Packing list quantity does not match what was received – Page 15</td>
<td>$100.00 per occurrence</td>
</tr>
<tr>
<td>Packing list pack size does not match what was received – Page 15</td>
<td>$100.00 per occurrence</td>
</tr>
<tr>
<td>Packing list item does not match what was received – Page 15</td>
<td>$100.00 per occurrence</td>
</tr>
<tr>
<td>Load type at receipt did not match appointment load type from Big Lots traffic system – Page 13</td>
<td>$150.00 per occurrence</td>
</tr>
<tr>
<td>Freight was not properly palletized – Page 20</td>
<td>$25.00 per pallet</td>
</tr>
<tr>
<td>Cartons were not sealed and labeled according to the routing guide – Page 17</td>
<td>$2.00 per carton</td>
</tr>
<tr>
<td>Pre-ticketing errors (assessed by Pre-Ticketing Department)</td>
<td>$0.15 per ticket</td>
</tr>
<tr>
<td>PO was not shipped on time (Collect and Prepaid) – Page 8</td>
<td>1-3 days late = $250.00 4-7 days late = 4% of invoice or $250.00 minimum 8+ days late = 6% of invoice or $250.00 minimum</td>
</tr>
<tr>
<td>ASN quantity does not match the receipt - Page 10</td>
<td>$0 – notification of error sent</td>
</tr>
<tr>
<td>ASN not received before trailer received at DC - Page 10</td>
<td>$0 – notification of error sent</td>
</tr>
<tr>
<td>ASN does not contain the required fields - Page 10</td>
<td>$0 – notification of error sent</td>
</tr>
<tr>
<td>PO was not routed on time – Page 12</td>
<td>1-3 days late = $0 (notice will be sent) 4-7 days late = $250 per shipment 8+ days late = $500 per shipment</td>
</tr>
</tbody>
</table>

Deduction notices are sent automatically via e-mail from our Vendor Compliance system. The e-mails come from the e-mail address no-reply@gxs.com or no-reply@opentext.com. Please make sure that e-mails from these addresses are not blocked by spam filtering.

B. Vendor Compliance Disputes

Any dispute of a deduction filed against a vendor must be addressed via Big Lots Vendor Compliance System within sixty (60) days of the deduction date. Disputes sent via e-mail will not be reviewed. Vendors must first complete the Vendor On-Boarding Process in the Vendor Compliance System in order to be able to dispute violations. Contact the Vendor Compliance Department at vendorcompliancemanager@biglots.com for information on completing this process. Any deduction not disputed by the vendor within sixty (60) days of the deduction date will stand as filed without further review. Any deductions reversed by Vendor Compliance do not necessarily relieve the vendor of any freight shortage deductions applied by Accounts Payable.

C. Vendor Performance

Vendors are rated on a quarterly basis. Performance is based on the number of shipments and number of issues against the above rules (example: 25 shipments, 1 issue = 96%). Our goal is for vendors to be at or above 98%. Note: Zero dollar deductions count against the vendor’s performance. ASN errors are not currently included in the performance calculation.
Section 10: Direct to Store Requirements

Big Lots requires its vendors to deliver one to two times per week, depending upon the store weekly sales volume.

All deliveries must be prepaid shipments.

Direct to Store vendors are not required to call the store before delivering product. Big Lots requires all deliveries to be made Monday through Friday during daylight hours, but not on a day that the store receives its Big Lots DC shipment. Go to http://www.biglots.com/corporate/vendors/routing-and-compliance, then select the “Store directory with delivery days” document to understand which day of the week to NOT schedule a delivery.

Saturday deliveries may be permitted if store management and the vendor have made previous arrangements. It is advisable to obtain the name of the person authorizing the delivery at each store.

The route driver or representative is required to check in with a member of store management, or sign the vendor log at the service desk at the time of delivery. Deliveries can be made through the front door or the back receiving door. At the time of check in, drivers or representatives are given a visitors badge that must be worn while in the store. The badge is returned when the driver or representative signs out.

All deliveries and/or returns (credits) must be verified by a member of management before entering and leaving the store.

A paper copy of the invoice or credit is to be left at the store. Note: All deliveries and credits are to be billed on separate invoices:

- One invoice for delivery of product
- One invoice for credit of returned product

All DSD vendors are required to bill EDI, transmitting all invoices electronically within 48 hours of delivery to the store.

Section 11: Accounts Payable

A. Invoicing Requirements

The “Bill To” address is the same for all “Ship To” locations. Send ORIGINAL invoice to the following address:

“Ship To” Location (ex. CSC Distribution, Inc.)
c/o Big Lots Stores, Inc.
Accounts Payable
300 Phillips Road
Columbus, OH 43228-5311

- Separate invoices are required for each distribution center, each purchase order and/or each shipment. Shipments made directly to store locations must be billed by store. DO NOT MIX PURCHASE ORDERS OR DISTRIBUTION CENTER ON INVOICES.
- Vendor name in the invoice heading must match the vendor name on the purchase order.
- The seller warrants by the delivery of merchandise for this order, that the merchandise so delivered conforms to and the seller has complied with all federal and state laws and regulations relating to its manufacture, sale and delivery in interstate and intrastate commerce.
- Full compliance with all Big Lots Vendor Standards is required on all containers, off price merchandise and special purchase buys.
- All vendors, including those vendors who are set up on a domestic letter of credit, are required to be in full compliance with all Big Lots standards contained in this manual.
- Submit invoices by one medium only: US mail, EDI810, or email (OutsideVendorInvoices@BigLots.com)
Each invoice must contain the following information:

- The full name, vendor #, address of the vendor, telephone and fax number
- The commercial invoice date and number
- Purchase order number
- PO Line Item number (line number in sequential order)
- Quantity in eaches, item number, style/article number, case pack and description of the item being shipped
- Unit cost, extended unit cost
- Total weight
- Total carton count
- Date of shipment (Pre-dating is not permitted)
- Carrier name
- Actual shipper, shipping point and zip code when different from vendor name and address on invoice
- Payment “remit to” address
- Payment terms (due date in lieu of payment terms)

Additional Accounts Payable Contacts:

- For payment status of an invoice, call 614-278-6858 (Vendor number is required)
- For Accounts Payable assistance, call 614-278-6800
- Merchandise purchased for resale is tax exempt. For tax exemption certificate, call 614-278-6831
- For Tax Identification number, call 614-278-7012 or 614-278-6582

B. Payment Terms

**Big Lots issues payment for all invoices electronically.** Terms of payment are calculated from the later of the invoice date or the receipt of goods. However, the due date could be extended without loss of discount, until an invoice is fully received.

When Big Lots assumes any portion of the transportation cost, ship freight collect. Invoices must not include freight or non-merchandise related charges.

A valid POD (Proof of Delivery) is defined as a freight bill stamped and signed by an authorized representative of Big Lots. We do not accept a Bill of Lading as a valid form of POD. The freight bill must also include: a purchase order number and carton count (if multiple orders, provide carton count by purchase order).

C. Vendor Payment Disputes

If amounts deducted from payments are in dispute, send a copy of the check, invoice, signed BOL and a brief explanation of the dispute. This must be received in the Accounts Payable department within 90 days of the check date or the deduction(s) will stand.

All correspondence relating to Accounts Payable matters for merchandise shipments can be mailed to the following address:

Big Lots Stores, Inc.
Accounts Payable
300 Phillipi Road
Columbus, OH 43228-5311

D. Freight Compliance Correspondence

All correspondence relating to Freight Compliance issues should be faxed or mailed to the address above.
### Section 12: Big Lots Contact List

<table>
<thead>
<tr>
<th>Function</th>
<th>Contact name &amp; Email address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Compliance Department General E-mail Address</td>
<td><a href="mailto:vendorcompliancemanager@biglots.com">vendorcompliancemanager@biglots.com</a></td>
<td></td>
</tr>
<tr>
<td>Vendor Compliance Manager</td>
<td>Anthony Fabro – <a href="mailto:afabro@biglots.com">afabro@biglots.com</a></td>
<td>614-278-3868</td>
</tr>
<tr>
<td>Vendor Compliance Analyst</td>
<td>Karen Smith – <a href="mailto:karensmith@biglots.com">karensmith@biglots.com</a></td>
<td>614-278-3393</td>
</tr>
<tr>
<td>Vendor Compliance System Web Link</td>
<td><a href="https://visibility.inovis.com/dataquality/xclient/biglots">https://visibility.inovis.com/dataquality/xclient/biglots</a></td>
<td></td>
</tr>
<tr>
<td>EDI Department</td>
<td><a href="mailto:biglotsedidept@biglots.com">biglotsedidept@biglots.com</a></td>
<td>614-278-6551</td>
</tr>
<tr>
<td>Inbound Transportation General Manager</td>
<td>Joe Riggs – <a href="mailto:jriggs@biglots.com">jriggs@biglots.com</a></td>
<td>614-278-3219</td>
</tr>
<tr>
<td>Unyson Inbound Routing Team</td>
<td><a href="mailto:biglotsinbound@unyson.com">biglotsinbound@unyson.com</a></td>
<td>866-823-9501</td>
</tr>
<tr>
<td>Freight Settlement Manager</td>
<td>Askia Shaheer – <a href="mailto:ashaheer@biglots.com">ashaheer@biglots.com</a></td>
<td>614-278-3226</td>
</tr>
<tr>
<td>Accounts Payable Manager</td>
<td>Jennifer Christy – <a href="mailto:jchristy@biglots.com">jchristy@biglots.com</a></td>
<td>614-278-6956</td>
</tr>
<tr>
<td>Pre-Ticketing Department</td>
<td><a href="mailto:ticketing@biglots.com">ticketing@biglots.com</a></td>
<td></td>
</tr>
<tr>
<td>Risk Management Department</td>
<td>Allen Wingfield – <a href="mailto:awingfield@biglots.com">awingfield@biglots.com</a></td>
<td>614-278-7205</td>
</tr>
</tbody>
</table>

### Big Lots Distribution Center List

| Distribution Center #870 | 2855 Selma Highway  
Montgomery, AL 36108 | Distribution Center #873 | 12434 Fourth Street  
Rancho Cucamonga, CA 91730 |
|--------------------------|------------------|--------------------------|------------------|
| Distribution Center #874 | 50 Rausch Creek Road  
Tremont, PA 17981 | Distribution Center #879 | 2306 Enterprise Drive  
Durant, OK 74701 |
| Distribution Center #890 | 500 Phillipi Road  
Columbus, OH 43228 | Distribution Center #550 (Fixtures) | 500 Phillipi Road  
Columbus, OH 43228 |