



Never-Out (NVO) Replenishment Program Checklist of Requirements

Domestic Vendors – Updated 7/20/2020

To help our vendor partners be successful with our Never-Out (NVO) Replenishment Program, we have created a stand-alone document listing items to review and prepare for. This information also appears on pages 10-13 of the [Vendor Routing and Compliance Guide version 5.0](#).

Requirement	Reference	Contact
<p>New Vendors: Complete Vendor Set Up All required documents MUST be provided prior to POs being written.</p>	<p>Set up instructions will be e-mailed to vendor by Buyer. All vendors must be fully compliant and in good standing per the requirements for vendor set up. The vendor will be asked to provide a Certificate of Insurance at time of set up. See the Big Lots Certificate of Insurance and Indemnification Policy download in: https://www.biglots.com/corporate/vendors/routing-and-compliance</p>	<p>If you have questions regarding vendor set up, please contact the Buyer</p>
<p>New USA Domestic Vendors: Register on the Vendor Compliance portal. The new vendor onboarding process MUST be completed for a vendor to dispute deductions in the Vendor Compliance System. Vendor will need to acknowledge the following:</p> <ul style="list-style-type: none"> • Merchandising Update • Vendor Compliance • Invoice Requirements • Finance Information 	<p>A Vendor Compliance On-Boarding invite e-mail (invite@biglots.com) will be sent to vendor by Big Lots Compliance Team, once vendor set up has been completed in the Big Lots system. The e-mail will include your Big Lots user ID.</p>	<p>If you have questions regarding vendor compliance or have not received this e-mail, please contact – vendorcompliancemanager@biglots.com</p>
<p>In addition to registering on the Vendor Compliance portal, from the portal please download and review the following documents in their entirety:</p> <ul style="list-style-type: none"> • Vendor Routing and Compliance Guide • Purchase Order Terms and Conditions <p>Ensure that all appropriate personnel at your company also familiarize themselves with the sections that are applicable to their departments.</p>	<p>These documents as well as other vendor documents can be found through the following link to download: https://www.biglots.com/corporate/vendors/routing-and-compliance</p>	<p>If you have questions regarding vendor compliance, please contact – vendorcompliancemanager@biglots.com</p>
<p>Vendor to review vendor payment options, invoicing requirements, and disputes. Vendor and buyer to determine and agree upon which payment option the vendor will utilize.</p>	<p>The Big Lots payment documents can be found through the following link to download: https://www.biglots.com/corporate/vendors/routing-and-compliance</p> <p>Also, refer to Vendor Routing and Compliance Guide - Section 11: Accounts Payable</p>	<p>Inquiries:</p> <ul style="list-style-type: none"> • Payment invoice status – call 614-278-6858 • Disputes – apvendorinquiries@biglots.com • Freight Compliance – apvendorinquiries@biglots.com
<p>After On-Boarding the vendor will set up a conference call with Vendor Compliance.</p>	<p>Vendor to contact compliance team to set up meeting and answer any questions.</p>	<p>To set up meeting, please send e-mail to: vendorcompliancemanager@biglots.com</p>

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<p>In order for a vendor to be set up as a Never Out (replenishment) vendor, they are required to be EDI (Electronic Data Interchange) capable and be compliant with Big Lots mapping.</p> <ul style="list-style-type: none"> • Purchase Orders (850) • Purchase Order change (860) • Invoices (810) • ASN (856) <p>New EDI Vendors: must acknowledge Big Lots PO Terms and Conditions. Contact Vendor Compliance Dept. to complete this process.</p>	<p>Please find all EDI related documents used by Big Lots through the following link to download: https://www.biglots.com/corporate/vendors/edi-enablement</p> <p>Big Lots uses SPS Commerce as its EDI testing partner. Contact the Vendor Compliance Department at vendorcompliancemanager@biglots.com when you are ready to begin EDI testing. Certification of successful EDI testing by SPS Commerce must be completed by the vendor before the EDI connection is activated (exception: vendors using a web-based EDI solution likely will not need to complete EDI testing; contact the Big Lots EDI Dept. at biglotseiddept@biglots.com to confirm that your web-based solution has been preapproved). Vendors are not required to use a SPS Commerce EDI solution when connecting with Big Lots.</p>	<p>If you have questions regarding EDI setup with Big Lots, please contact the Big Lots EDI department. biglotseiddept@biglots.com</p>
<p>All NVO vendors must align with the buying/NVO teams to forecast all NVO needs. <u>NVO SKUs are to be available for reorder immediately after set date of article.</u> <u>NVO vendor is required to hold agreed upon safety stock (WOS) on hand, in order to guarantee at once need.</u> The buyer / NVO replenishment partner will communicate future 6 months needs with review of monthly Sales, On Hands, On Order, DC inventory and in production units for total visibility to inventory for NVO SKUs.</p>	<p>NVO team will begin reorders after first week of sales information is available. A forecast review process will be set up to ensure proper level of needed stock.</p>	<p>If you have questions regarding forecasting, please contact the Buyer</p>
<ul style="list-style-type: none"> • All NVO products sold to Big Lots must have a readable UPC barcode affixed to the product or the products “sellable” packaging. Products without scannable UPC barcodes will NOT be accepted. • NO UPC barcodes may be changed without prior notification and approval by Big Lots buyer. • The UPC must correctly scan and match what is in the Big Lots system. 	<p>See Vendor Routing and Compliance Guide - Section 8: Packaging and Labeling at: https://www.biglots.com/corporate/vendors/routing-and-compliance</p>	<p>If you have questions regarding UPCs, please contact the Buyer</p>
<p>NVO Vendor and buyer will agree upon expected inventory liabilities at end of life of a specific SKU or program. An exit strategy should be discussed and agreed upon between vendor and buyer.</p>		<p>If you have questions regarding exit strategies, please contact the Buyer</p>
<p>All purchase order Terms and Conditions apply to all purchases. Requests to change purchase orders MUST be communicated and agreed to between both buyer and vendor. All merchandise that ships, MUST comply with style, color, size and all other attributes addressed in the purchase order.</p>	<p>See Terms and Conditions document at: https://www.biglots.com/corporate/vendors/routing-and-compliance</p> <p>See Vendor Routing and Compliance Guide - Section 4: Purchase Order Information, Replenish Purchase Orders at: https://www.biglots.com/corporate/vendors/routing-and-compliance</p>	<p>If you have questions regarding purchase orders, please contact the Buyer</p>

Requirement	Reference	Contact
<p>All vendors MUST comply with Big Lots Routing Guide.</p> <p>Do not send unauthorized shipments, invalid orders, cancelled orders, partial orders, late orders, back orders and over shipments.</p> <p>Additional shipping standards for specialty areas such as food, candy and other perishable goods are defined in the routing guide.</p>	<p>Please use this link to see Big Lots Routing and Compliance guide: https://www.biglots.com/corporate/vendors/routing-and-compliance</p> <p>Communication to buyer is a MUST prior to shipments if order was not shipped to purchase order specifications.</p>	<p>If you have questions regarding purchase orders shipment quantities, please contact the Buyer</p>
<p>All Domestic collect and prepaid purchase orders MUST be routed (on or before the Must Be Routed By date) using the Big Lots Web Portal.</p>	<p>Routing portal: https://tpe.logistics.com/manh/index.html?i=16</p>	<p>If you have questions regarding routing, please contact Big Lots Transportation at inboundlogistics@biglots.com or call 614-278-4618</p>
<p>All Domestic prepaid purchase orders MUST be scheduled at least one business day in advance of desired delivery date.</p>	<p>The following information is needed to schedule a delivery appointment:</p> <ul style="list-style-type: none"> a) all PO#s on the appointment b) Requested date and time for delivery c) ASN Match # (if EDI vendor – see pages 8 & 17 for requirements) d) Load Type (pallet / floor / slip sheet) 	<p>Send an e-mail with the required info to: tmsappointments@biglots.com. Big Lots Transportation will respond with an appointment number to confirm the appointment.</p>
<p>All product shipped MUST ship from the agreed upon ship point stated on the purchase order.</p> <p>The buyer MUST approve any changes to the FOB point PRIOR to shipping.</p> <p>Purchase Orders must be updated with new FOB point.</p> <p>Freight cost impact will be reviewed, and recovery cost will be negotiated by buyer.</p>	<p>See Vendor Routing and Compliance Guide - Section 8: Packaging and Labeling at: https://www.biglots.com/corporate/vendors/routing-and-compliance</p>	<p>If you have questions regarding purchase order FOB's, please contact the Buyer</p>
<p>Vendor must ship all orders complete and on time per the agreed upon lead time negotiated with the buyer. Late shipments, unless specifically exempted by the buyer, will be subject to vendor compliance penalties.</p> <p>Time will be defined from receipt of PO to ship date.</p> <p>Pro-active communication to buyer is a must prior to shipments, if order will not ship to purchase order specifications to alleviate any potential risks to sales.</p> <p>Recovery off sets / lost GM\$ impacts will be negotiated between the Buyer and Vendor.</p>	<p>See Vendor Routing and Compliance Guide - Section 4: Purchase Order Information, Replenish Purchase Orders at: https://www.biglots.com/corporate/vendors/routing-and-compliance</p>	<p>If you have questions regarding purchase orders Lead Times, please contact the Buyer</p>

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<p>Vendor to provide all required SKU and PO set up attributes as requested by Buyer.</p> <ul style="list-style-type: none"> The attributes must be accurate and precise: Correct description, UPC, color, size, inner and master case pack size, packaging, minimum quantities, product dimensions, case dimensions, etc. Vendor must supply product with an acceptable shelf life to ensure high quality and fresh products. Any exception to the agreed upon guaranteed shelf life must be communicated to the Buyer for approval prior to shipment. Vendor has deemed that product has met all Prop 65 guidelines and has reviewed with buyer. 	<p>See Vendor Routing and Compliance Guide - Section 8: Packaging and Labeling at: https://www.biglots.com/corporate/vendors/routing-and-compliance</p>	<p>If you have questions regarding purchase order attributes, please contact the Buyer</p>
<p>Vendor and buyer to agree if item is eligible to be presented on our website</p>		<p>If you have questions regarding Big Lots website, please contact the Buyer</p>
<p>All vendors MUST comply with Big Lots Ticketing Standards. Vendor will ticket product per the ticketing requirement assigned by item on the purchase order.</p>	<p>See the Domestic and Import Pre-ticketing Handbooks at: https://www.biglots.com/corporate/vendors/routing-and-compliance</p>	<p>If you have questions regarding the handbook, please contact the Pre-Ticketing Team at: ticketing@biglots.com</p>

FAQ

To maintain the highest standards of data integrity at Big Lots all updates/changes **MUST BE COMMUNICATED IMMEDIATELY** to the appropriate Big Lots resource. Listed below are the Big Lots contacts for all ordering, service and inventory issues.

Category	Question	Primary / Secondary Key Contact
EDI	Technical EDI questions / connection issues	biglotsedidept@biglots.com
UPC	The UPC on the product needs to be updated. (Big Lots may require a new item set up)	Buyer
Product	Date code does not fall within the acceptable 60 day of receipt timeframe.	Buyer
Product	Description needs to be updated (Big Lots may require a new item set up)	Buyer
Product	Product measurement updates (Big Lots may require a new item set up)	Buyer
Product	Case configuration change. (Master or inner)	Buyer / NVO Planner
Product	Case weight, cube or pallet has changed	Buyer / NVO Planner
Shipping	Carrier has missed scheduled pick up	Big Lots Transportation – inboundlogistics@biglots.com
Shipping	I need to switch my FOB point to another facility	NVO Planner / Buyer
Shipping	Will not be able to ship the order complete	NVO Planner / Buyer
Shipping	Do not have item in stock – what is my next step? Who do I contact?	NVO Planner / Buyer
Forecasting	Safety stock is not available	NVO Planner / Buyer
Forecasting	I need to re-forecast my sales and demand	NVO Planner
Ticketing	Need Big Lots to verify price tickets prior to production	ticketing@biglots.com
Payment	When will an invoice be paid?	614-278-6858 or apvendinginquiries@biglots.com