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## GETTING STARTED WITH ROSS STORES, INC.

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Welcome! We value our partnership and aim to make working together as seamless as possible, delivering our customers the great branded bargains they love. Below is a step-by-step guide to getting started.

- **Vendor Setup** –
  - Your Merchant will initiate the process. We will then provide you with the forms / agreements you'll need to complete the setup. These are:
    - Vendor Request Form (key vendor information such as legal name, contact, etc.)
    - Blank / sample invoice
    - W-9 (if US based)
    - Ross Vendor Compliance & Indemnity Agreement\*\*
    - China Forced Labor Memo Acknowledgement\*\*  
*\*\*These documents will arrive via separate emails and must be signed through DocuSign to complete the vendor registration process.*
  - Once all documentation is received, we will send you an activation email that includes your new vendor ID, links to the [Ross Partners Website](#), and a welcome packet from the Accounts Payable team outlining our requirements for submitting invoices, viewing payment status, etc.
  
- **Portal Enrollment** – After your Vendor ID has been activated, please enroll in the portals listed below to prepare for working with Ross:
  - [AP Supplier Portal](#) – Here you can view all payments and invoices in our system and manage your account to ensure invoices have been accurately submitted.
    - **Domestic:** Request access via the [Domestic Supplier Access Request Form](#).
    - **Import:** Request access via the [Import Supplier Access Request Form](#).
  - **Pre-ticketing** – All orders must be pre-ticketed unless approved by your Merchant. We use FineLine for pre-ticketing orders. To register, follow the steps in the [FineLine registration guide](#). Additional information is available on the [Ross Partners Website](#).
  - **Shipping**
    - **Domestic Suppliers** – Enroll in Ross' [Traffic Routing Tool](#) to schedule domestic routing. For more information on registration and use, please refer to the [TMS Training Guide](#).
    - **Import Suppliers** – For international shipment and routing, contact your local freight forwarder from the [Origin Contact List](#). They will provide training and access to the InforNexus routing tool.
  
- **Operational Requirements** – The [Ross Partners Website](#) contains detailed instructions for preparing, packing, shipping and invoicing. Please review this documentation in detail and reach out to the relevant team with any questions (contact information provided at the end of this section).
  - [Sample Labeling and Tagging Guidelines](#) – To ensure your samples are received and processed in a timely manner at our Buying Offices.
  - [Packing Product Guidelines](#) – For timely receipt, processing and allocation of product to stores.

- [Trailer / Container Loading Guidelines](#) – To ensure goods are not damaged in transit and can be un-loaded quickly at our DCs.
- **Pre-Ticketing** – Review the pre-ticketing section of the [Ross Partners Website](#) to ensure items are properly pre-ticketed.
- **Shipping / Routing Guides** – Review the following to ensure shipments are properly routed for pick-up:
  - **Domestic** – [Ross Domestic Routing Guide](#) / [dd's Domestic Routing Guide](#).
  - **Imports** – [Imports Overview](#) and [Ross International Routing Guide](#) / [dd's International Routing Guide](#).  
*Please note: Vendors are responsible for ensuring all relevant disclosures, customs documents, and CPSIA requirements/forms are provided to handover goods for shipment.*
  - **POE Routing Guide** – To ensure POE shipments are properly picked-up ([Ross](#), [dd's](#)).
- **Invoicing & Payments** – Review the requirements in the Accounts Payable section of the [Ross Partners Website](#) to ensure invoices are submitted properly. Failure to follow invoicing guidelines can result in payment delays.

**Legal & Compliance** – Review the [Vendor Compliance Manual](#) and any relevant documentation related to your business (e.g., [CPSIA requirements](#)). Vendors must ensure that their products comply with all applicable federal, state, and local statutes, rules, and regulations and are responsible to remain current on requirements that apply to their products.

## **Contact Information & Additional Resources**

**Product Services / Quality Services:** [ProductTechnicalServices@ros.com](mailto:ProductTechnicalServices@ros.com)

**AP Supplier Portal:**

**Domestic suppliers:** [Supplierportal@ros.com](mailto:Supplierportal@ros.com)

**Import suppliers:** [Supplierportal.import@ros.com](mailto:Supplierportal.import@ros.com)

**Accounts Payable:** see detailed [AP Contact List](#) for specific contacts based on your vendor name.

**Shipping and Logistics:**

POE questions: [POERouting@ros.com](mailto:POERouting@ros.com)

Import questions: [International.Logistics@ros.com](mailto:International.Logistics@ros.com)

All other inquiries: [ross.transportation@ros.com](mailto:ross.transportation@ros.com)

**Pre-ticketing:** [preticket@ros.com](mailto:preticket@ros.com)

**Packing:**

Questions about Shoes Guide, [ProductTechnicalServices@ros.com](mailto:ProductTechnicalServices@ros.com)

All other inquiries, [DC.CustomerService@ros.com](mailto:DC.CustomerService@ros.com)

**Legal:** [Nybo.Legal@ros.com](mailto:Nybo.Legal@ros.com)

**Product Compliance:** [CPSIA.RTP@ros.com](mailto:CPSIA.RTP@ros.com)