

# Pre-ticketing Overview

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Ross Stores, Inc.

Last Amended: July 2024



Ross and dd's are dedicated to expanding our pre-ticket initiative. Pre-ticketing allows the vendor to control their ticket ordering and helps our Distribution Centers receive and process product more quickly. **Unless approved by your Buyer, all orders should be pre-ticketed.**

**Fineline Technologies** is Ross/dd's pre-ticket partner and handles all Ross/dd's pre-ticket orders. Their ordering system, FastTrak, allows vendors to place and track ticket orders. To register for FastTrak, please follow the instructions in the [registration guide](#).

### Benefits

- Vendor receives email alerts when a new ticket order is ready to be placed on FastTrak.
- Vendor can validate PO information and add internal comments for their factory/warehouse.
- Vendor dictates the shipping destination and timing, reducing the potential for lost tickets.
- Tickets are processed, printed, and shipped closer to proximity of vendor's delivery address, reducing transit times and international freight costs.
- Order and shipping conformation emails, with direct visibility to tracking numbers, are generated and sent to vendor automatically.
- Notifications are also sent to vendor if tickets have not been ordered.
- Fineline automatically prints a 5% overage in case of ticket damages.

### Cost

- Vendor incurs the cost of tickets and freight (approximately \$0.01-\$0.02 per unit).
- In a reprint situation that is out of the vendor's control (e.g., wrong retail, damaged tickets), Ross Stores absorbs the cost of the reprint.

### How it works

- PO is entered by Ross/dd's buyer/assistant and approved in Ross Stores system.
- Upon approval, pre-ticket information is downloaded to FastTrak every two hours from 8:00am until 10:00pm.
- Vendor receives an email alert that "New Fineline Retailer Purchase Orders Have Arrived" and has visibility to order on Fineline's website 20 minutes after download (8:20am, 10:20am, 12:20pm, etc.)
- Please see the [FastTrak User Guide](#) for step-by-step information on ordering tickets.

### Ticketing placement guidelines

- Individual ticketing placement guidelines by product group/class are shown on the FineLine portal when vendors place orders. Guideline pictures also printed and sent with tickets.
- Vendors should follow the guidance provided in the FineLine. If the visual guide on the FineLine portal is not available the specific item, Vendors should ticket based on guidelines for like product.
- For special programs or unique product, vendors should request direction from their Buyers.

If there are any questions regarding the pre-ticketing program or the information above, please contact the Ross Stores Pre-ticket team at [preticket@ros.com](mailto:preticket@ros.com) or call (212) 944-3317.