



April 2017

Dear Vendor:

The trading partnership we share with you is a very important part of our business at Olympia Sports. With this in mind, we felt it necessary to define our needs and expectations regarding your merchandise shipments to Olympia. Attached you will find our updated Vendor Standards Manual, EDI Trading Partnership Policies and Routing Guide. We have sent only one copy to your organization (it is also available online at [www.olympiasports.net](http://www.olympiasports.net)). Please see that it is distributed to all areas impacted by the requirements listed in this manual. These instructions cancel and supersede all previously issued instructions.

Please review this document and insure all requirements are communicated to the appropriate personnel within your organization. Each vendor is responsible for distributing this document to the appropriate individual(s) within your organization. Failure to meet these basic requirements as outlined in this packet will be considered vendor violations and result in charge backs to your company.

We know not all of our vendors are trading EDI documents with us, but we do plan for all to be in the future. If you are currently doing business with Olympia, but not as an EDI trading partner you will be contacted by the Olympia Sports EDI coordinator to become an EDI trading partner. Vendor charge backs will be deducted from your invoices for non-compliance. Please contact the appropriate individual or department as referenced on page 3 of this manual, with any questions regarding these policies.

Sincerely,

Dave Osswald  
Director of Merchandising

cc:  
Staff  
Merchandise Dept.  
A/P Dept.  
I/S Dept



# VENDOR STANDARDS MANUAL

**April 2017**  
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## **INTRODUCTION**

Olympia has made a total commitment to industry-wide technologies that utilize **electronic commerce**. Through the use of this technology, our vendors and our retail divisions can both realize significant sales increases, cost reductions, stock turn increases and mutual profitability.

**THIS MANUAL INCLUDES THE DETAILS OF WHAT EACH OLYMPIA VENDOR MUST DO IN ORDER TO EXCHANGE EDI DOCUMENTS WITH AND PROVIDE PRETICKETED AND PACKED BY STORE MERCHANDISE FOR OLYMPIA.**

### **ALL VENDORS MUST:**

1. Mark your merchandise with quality vendor generated tickets.
2. Provide us with a timely and accurate electronic UPC catalog through SPS commerce.
3. Receive EDI purchase orders.
4. Trade all EDI documents at the selling unit UPC level unless otherwise instructed. Our systems are not equipped to utilize pre-pack or set-pack UPC's. (Exceptions must be approved by Olympia Sports I/S dept.)
5. Provide our retail on your tickets.
6. Poly bag each apparel item. (Exceptions must be approved by buyer.)
7. Pack your merchandise according to our packing instructions.
8. Upon shipment, send us an accurate EDI advance ship notice with corresponding UCC-128 shipping container labels. Orders scheduled for backhaul by Olympia fleet shall have the EDI ASN transmitted when order is picked up.
9. Follow Olympia Corporate Transportation Routing Guide. (Also available online at [www.olympiasports.net](http://www.olympiasports.net))
10. Send us EDI invoices (as well as paper, until successful testing for this is complete) and verify acknowledgement report.

### **HOW TO GET STARTED:**

**ATTENTION NEW VENDORS** - You must implement the 10 steps above. If you do not have your technology program in place, please **contact our EDI Coordinator at (207) 854-2794 or by email at [edi@olympiasports.net](mailto:edi@olympiasports.net)** to get started. We expect all shipments to Olympia to be in compliance with the basic industry standards outlined in his manual.

## **INTERNET**

For more information on Olympia's EDI, transportation requirements or more general information, visit our website at <https://olympiasports.net/pages/logistics>

### **OTHER WEB SITES TO VISIT:**

[www.vics.org](http://www.vics.org) (voluntary interindustry commerce standards)

[www.nrf.com](http://www.nrf.com) (national retail federation)

[www.uc-council.org](http://www.uc-council.org) (uniform code council)

[www.spscommerce.com](http://www.spscommerce.com) (sps)

## **HOW TO USE THIS MANUAL**

This manual is intended as an overview of our merchandise technology, distribution, transportation and accounts payable policies.

Each vendor is responsible for distribution of this document to the appropriate individual(s) within your organization. Please feel free to make as many copies as needed.

## **IF YOU HAVE A QUESTION:**

<b><u>FOR QUESTIONS REGARDING:</u></b>	<b><u>CONTACT</u></b>	<b><u>PHONE</u></b>
Advertising allowances	Buyer	(207)854-2794
EDI Start up, testing and compliance	EDI Coordinator	(207)854-2794
Charge backs	Accounts Payable	(207)854-2794
Freight questions	Melanie Flanagan (ext.1190)	(207)854-2794
Invoice payments/questions	Accounts Payable	(207)854-2794
Invoice payments - short	Accounts Payable	(207)854-2794
Invoice price discrepancy	Accounts Payable	(207)854-2794
Markdown allowances	Buyer	(207)854-2794
Pre-ticketing	Buyer	(207)854-2794
Purchase orders	Buyer	(207)854-2794

Return to vendor (deduction)	Account Payable	(207)854-2794
Routing guide	Mike Ferguson (ext.1182)	(207)854-2794

## **INDUSTRY STANDARDS**

Below is a listing of **important documents** that you will need in order to implement the retail industry standards. **In addition, you may want to attend the UCC EDI user group conferences** held twice a year usually in May and October. For more information call (800)543-8137.

Your Olympia tickets should be created and affixed following the specifications defined in this manual.

Your EDI documents should be created and transmitted in a timely manner following the current “VICS EDI” guidelines and the Olympia mapping guide. If you do not have EDI capabilities, contact the uniform code council at (800)543-8137 for information on how to get started.

**Your EDI ship notice** document should be created following the specifications in the **uniform code council “VICS EDI ship notice/manifest (856) guideline”**. See [Olympia mapping guide](#) located on our web page [www.olympiasports.net](http://www.olympiasports.net).

**Your ucc-128 shipping container label** should be created following the specifications in this manual.

## **UPC ASSIGNMENT & CATALOG REQUIREMENTS**

1. Assign UPC numbers at the product ID/color/size (if product has color/size) level for all product sold to Olympia. Once you have assigned size ranges and communicated your UPC's to us, size ranges cannot be altered (s-m-l cannot be changed to 5-7-9 etc.) If you change size ranges, a charge back will be assessed.
2. UPC data must be provided through SPS Commerce, our third party catalog, a minimum of 10 days before market. If your UPC's are not loaded accurately and on a timely basis, a charge back will be assessed.
3. Your UPC catalog must include a minimum of UPC, product ID (PID), unique product description NRF color and size codes and descriptions, and the selection code.
4. Olympia strongly recommends that you never re-use UPC's or PID's.
5. Our EDI systems are not equipped to utilize pre-pack or set-pack UPC's. All EDI documents must be traded at the selling unit UPC level unless otherwise instructed.
6. UPC number assignment, ticketing, and the electronic catalog through SPS commerce are current requirements for all merchandise.

## **EDI REQUIREMENTS**

It is our intention to **eliminate all paper media** by trading business documents electronically. **All EDI documents** must be created following **the current VICS industry standard guidelines**.

Olympia can **receive** the following EDI documents:

- \* 810 Invoice
- \* 856 Advance ship notice
- \* 832 UPC data
- \* 997 Functional acknowledgement

Olympia can **send** the following EDI documents:

- \* 850 Outbound purchase order
  - \*Includes Bulk/Release, Stand Alone, Pre-Pack/Musical Size Run  
and Replenishment orders
- \* 997 Functional acknowledgement

## **TICKETING REQUIREMENTS**

1. All merchandise shipped to Olympia **must include the UPC and Olympia retail provided by EDI purchase order transmission.** The barcode must be **visible** and **easily** accessible for scanning. Do not place UPC/SKU tickets inside waistbands, inside packaging, etc. A sample must be sent to the EDI coordinator at [edi@olympiasports.net](mailto:edi@olympiasports.net) for testing prior to going online.
2. **Do not ticket with both UPC and EAN, use only the UPC. Each item must contain only one UPC bar code. Do not ticket with “secondary” bar codes (upc, 1 2/5,128,etc.) Do not use ISBN (book numbers) on non-book items.** If your use of secondary bar codes creates a point of sales reject, a charge back will be assessed.
3. You should have an **ongoing UPC bar code quality control program** in place that ensures scan able print quality for scan ability.
4. Create your UPC’s based on the UCC specifications. A 100% nominal “version a” UPC format barcode should be **1.25” in length** (including quiet zone), and **1.0” in height**, with the narrowest bar or **space width of 13 mil (+ or - 4 mil).**
5. **Your UPC must be securely affixed to your merchandise.**
  - \* For garments, use a plastic swift-attach device or sewn in label. (Do not loop strings around buttons or use strings attached with pins.)
6. In general, UPC tickets are affixed to the left sleeve side of most garments. If you have questions about UPC ticket placement (on garments or packages), refer to the **Uniform Code Council “UPC symbol location guidelines manual.”** If fabric damage is a concern, you may swift-attach the ticket through the sewn-in label in the neck.
7. All caps should be ticketed with an adhesive label on the underside of the cap bill.
8. All merchandise requires our retail on the bar code ticket. The ticket retail must match our retail. Ticket retail is provided via the EDI purchase order.
9. The name “Olympia” or “Olympia Sports” should appear on the price ticket.
10. If you cannot create bar coded tickets, you may contact our EDI Coordinator at (207)854-2794 or [edi@olympiasports.net](mailto:edi@olympiasports.net) for help.

## **SHIP NOTICE REQUIREMENTS**

1. **All shipments** to Olympia’s Distribution Center require an **EDI 856 advance ship notice** to be transmitted the same day that the shipment leaves your facility. Make sure each carton contains merchandise for only one purchase order and one store destination. If your shipment is scheduled for pickup (backhaul) by Olympia Sports, you must contact our EDI Coordinator at (207) 854-2794 or [edi@olympiasports.net](mailto:edi@olympiasports.net) to arrange for timely transmission of ASN. **Your ship notice must be in our system before your shipment arrives at our Distribution Center. A charge back of \$300 plus \$5 per carton and \$100 per p.o. will be assessed if this requirement is not met.**
2. **Please insure you receive a Functional Acknowledgement (FA997) for all ASN’s (856’s) you send.**

3. Before you begin sending an 856 to Olympia you must first complete our testing program. You must provide your UPC catalog through SPS Commerce. To completely comply with our EDI requirements, your merchandise must be pre-ticketed with the retail transmitted to you on your 850. Testing for PSST shipments will not begin until your merchandise is UPC/Retail ready.
4. We require a **consolidated VICS 856 ship notice** with item level information, reported in eaches, for every shipment. No case packs allowed.
5. **A separate ship notice must be provided for each purchase order.** In the case of multiple truck loads, each truck load requires a unique BOL and a separate ship notice. All ASN's are transmitted at the UPC level. Unit of measure = each = UPC = selling unit.
6. If you master pack, you must provide a ship notice for each inner carton packed in the master pack. The master pack carton must be easily identified as a master pack carton so our Distribution Center can break it down and scan each inner carton.
7. Your ship notice must be 100% accurate, and include all Olympia required segments (ship to location, bill of lading number, purchase order number, carton count, etc.) and match your shipment. Do not include UPC's that are backordered and not shipped.
8. Based on our experience with our trading partners, we strongly recommend the "scan and pack" method of ship notice creation. If your ship notice does not match the carton contents, a charge back will be assessed.
9. If you experience system problems that prevent you from transmitting a timely 856, contact our EDI Coordinator immediately at (207)854-2794 or [edi@olympiasports.net](mailto:edi@olympiasports.net). If no 856 will be transmitted, due to system problems, you must provide packing slips either by manual packing slips or express mail or fax to the receiving facility (a charge back will be assessed and/or the shipment may be refused if you fail to meet this requirement).
10. If you install a new ship notice system or make any major changes to your current system, you must contact our EDI Coordinator at (207)854-2794 or [edi@olympiasports.net](mailto:edi@olympiasports.net) so that we can ensure that your transmissions continue to meet our standards.
11. For a copy of the mapping or routing guide, visit us online at [www.olympiasports.net](http://www.olympiasports.net), click on about us, then Logistics.
12. ASN transmitted as bulk must contain one UPC code per carton. No mixed sku cartons on bulk shipments.

## **SHIPPING LABEL REQUIREMENTS**

**All shipping labels, (UCC-128 or manual), require the following information (please see Olympia mapping guide for exact UCC label requirements and sample at [www.olympiasports.net](http://www.olympiasports.net)).**

- \* Ship from (company name & address)
- \* "Ship to" name & address
- \* Purchase order number
- \* Store number (use minimum 30 pt. Bold font) and store name (no abbreviations)

- \* Number of cartons by store/lot # (1 of 5, 2 of 5, etc.)
- \* Quantity, style, sku, (unless listed on contents label)

## **UCC-128 LABEL REQUIREMENTS**

1. **All shipments** to Olympia's Distribution Center **require UCC-128 (sscc-18)** shipping container labels.
2. Your **UCC-128 data must be included in your ship notice transmission**. For more information on Olympia UCC-128 requirements call our EDI Coordinator at (207)854-2794 or edi@olympiasports.net.
3. You should have an ongoing UCC-128 bar code **quality control program** in place that ensures ANSI a or b (scanning with a 10 mil aperture) print quality. **Be sure to use "smudge-proof" labeling/ink and high quality paper products.**
4. Create your UCC-128 shipping container label based on the UCC specifications. If you use the 4" by 6" label format your UCC-128 bar code should be **3.02" in length, 1.25" in height**, with a **.25" quiet zone** on each side. Only use UCC/EAN-128 subset c bar code zymology with the narrowest bar on space width of **2 mil (+ or -4 mil)**.
5. **Every UCC-128 number** you generate **must be unique**. Do not reuse carton numbers. Industry standards state UCC-128 numbers should not be reused for 1 year. Olympia strongly recommends that you never reuse UCC-128 numbers.
6. Your **UCC-128 label must be placed** on the **longest side** of the carton. **Be sure that the label is placed so that the bar code is scan able, i.e. not on a seam or the corner of the carton. (if your system or other customers require the placement of the UCC-128 label on the front of the carton, you must also place a duplicate label with the exact same code on the long side of the carton.**  
Your second label does not require full detail, only the barcode and the 20-digit human readable UCC-128 number is required.)
7. **Do not affix UCC-128** shipping container labels to your cartons **until you are in production with the ship notice manifest** (a charge back will be assessed if you're not providing both the UCC-128 label and the corresponding pack data in your production EDI 856 ship notice.)
8. **Do not cover information with the UCC-128 label where the shipping carton is also the display carton on the selling floor.**
9. If you sell any product that **requires multiple cartons for one selling unit/UPC code**, please call our EDI Coordinator at (207)854-2794 or edi@olympiasports.net, for specific instructions regarding **UCC-128 multi carton label requirements**.

## **CARTON REQUIREMENTS**

1. **All merchandise** shipped to Olympia **must be packed in conveyable cartons**. Do not use jiffy bags, burlap bags or plastic bags.
2. Follow size requirements, as follows:

	<u>Minimum</u>	<u>Maximum</u>	<b>DO NOT SHIP ANY</b>
Length	9"	36"	<b>SINGLE CARTON SMALLER THAN OUR MINIMUM DIMENSIONS.</b>
Width	8"	24"	
Height	4"	30"	
Weight	2 lb.	60 lb.	

Failure to use boxes that fall within these parameters will result in chargebacks of \$100 per p.o. and \$5 per carton.

3. If your **entire shipment for a p.o./store** is “lighter” than our minimum, or one product is “larger” or “heavier” than our maximum, no charge will be assessed, however do not ship any single carton smaller than our minimum dimensions.
4. Do not ship **multiple cartons for the same p.o./store** which are below the minimum size and weight, the smaller cartons must be placed in a master carton (larger carton) meeting our requirements. A single UCC-128 bar code label must be placed on the outside of the master carton covering the contents in the master carton. Master cartons must be marked as such.
5. Use **shipping cartons** that **fit the garments**. Ideally, merchandise should be packed 1 inch below the top of the carton and 1/8 inch from the sides of the carton.
6. **Do not over-pack** or **under-pack** the carton.
7. **Carton strength** should be sufficient to prevent crushing during transit.
8. **Seal cartons with tape**. Do not place bands, straps or string to secure cartons as they may damage our sortation equipment. Theft-deterrent tape should be used at your discretion on cartons containing merchandise where theft is a concern.
9. We encourage the use of “environmentally friendly” packing materials whenever possible (recyclable and/or biodegradable).
10. If you use **shrink wrap** for security purposes, be sure that it is applied in a manner that does not adversely affect our ability to scan your UCC-128 labels. Also, be sure that the shrink wrap is **securely affixed** to your cartons also as **not to interfere with our conveyor system**.
11. If you use **tape to secure cartons to a pallet**, be sure that it is applied in a manner that does not adversely affect our ability to scan your UCC-128 labels.
12. No mixed cartons. Only 1 sku (item, color, size) is permitted in a single box for all bulk shipments. The only time multiple skus in a single box are allowed, is when you are shipping psst, musical size runs, prepacks or AR shipments. Unauthorized mixed sku cartons will result in a chargeback of \$100 per p.o. and \$.25/unit.

## **PRESENTATION STANDARDS**

1. **All merchandise must be received in a condition ready for immediate placement on our selling floor.** Be sure to follow the appropriate presentation standards listed below. (If your merchandise is not received as instructed, a **charge back will be assessed**.)

2. Your **UPC/retail ticket** must be placed on the item so that it is **clearly visible** to our customer and sales associates.
3. If your merchandise is **sized**, be sure that the size (8, 10,12, s-m-l) is clearly visible on your ticket (no smaller than a 18 point bold font).
4. Be sure to print the Olympia retail price clearly (no smaller than a 18 point bold font).
5. Retail and consumer size are critical pieces of information for our mutual customers. Ensure that price and size are printed clearly and boldly on your ticket.
6. The merchandise should not be placed on hangers. Please note....**no hangers**.
7. If you have any questions regarding how your merchandise is presented in our stores, contact our Head of Distribution and Planning at (207)854-2794.

## **NO POST-DISTRO/BULK ORDER SHIPMENTS**

1. All **mark for merchandise** (PSST and musical size runs) shipped to the Olympia Distribution Center must **be distributed and packed by store location**, per the purchase order (EDI or paper).  
If merchandise is shipped in bulk and requires post-distribution, a charge back will be assessed.
2. The ASN must be provided with the store distribution. You must contact the buyer if this distribution has not been provided when the order is ready to be picked.

## **FULL CONTAINER SHIPMENTS**

All merchandise shipped to the distribution center regardless of the shipment's origin, is subject to **all requirements** specified in the manual.

## **RETURN TO VENDOR**

**Unauthorized substitutions, invalid orders, canceled orders, early shipments, past cancellation date shipments, over shipments and duplicate shipments may be shipped back to the vendor.** Olympia may reassign these shipments to a specified carrier to be delivered to your company for disposition.

In the event that merchandise that was not ordered is NOT accepted, a charge back will be assessed in addition to 5% of the cost value of the return plus transportation.

In the event that merchandise that was not ordered is accepted, a charge back will be assessed in addition to 10% of the cost of the unordered merchandise.

1. Olympia Sports operates a Returns Department. This department is responsible for the consolidation of most returns to vendors for all stores. Vendors will not receive returns from individual stores (when processed through the returns department) thus reducing the number of shipments per return.
2. Merchandise that is deemed to be sub-standard (defective, damaged, unable to be sold) will be returned to the vendor.
3. Seasonal and stock adjustment returns (non defective) will be arranged by the Olympia buyer and the vendor as needed.
4. All consolidated returns (non defective) processed through our Returns Department will be assessed a consolidation charge of 10% of the return value, plus transportation. Charges are assessed per shipment.
5. All defective merchandise which is processed through our Returns Department will be returned to the vendor after we have secured a Return Authorization. Our Returns Department will request a Return Authorization via fax or email. If our Returns Department has not received the necessary Return Authorization within 15 days of the 2nd request (or the vendor has failed to make other arrangements), the merchandise will be returned, (freight prepaid and added to the deduction for the defective merchandise) using the Return Authorization “**Olympia Sports defective return**”. Any returns refused by vendor and reshipped to Olympia will incur a charge back and additional freight charges.

## **TRANSPORTATION REQUIREMENTS**

### **GENERAL INSTRUCTIONS**

1. Do not ship merchandise **before our ship date or after our cancel date** unless authorized by our buyer.
2. **Do not ship retail merchandise directly to our stores** (unless you have received authorization from the buyer.) **We will refuse merchandise shipped direct to a store unless approved in advance.** In the event that unapproved shipments are inadvertently accepted in our stores, a charge back of one half the cost of the merchandise will be assessed.
3. Accurate and specific information prevents misdirection of shipments and helps us trace a shipment as it moves.
4. If you have problems arranging a carrier pickup, please e-mail our freight broker at [OlympiaSports@MESCA.com](mailto:OlympiaSports@MESCA.com).
5. A valid purchase order number must be visible on each carton, or you will be assessed a charge back.
6. The packing list must be placed on the lead carton.
7. Do not ship cancelled or invalid purchase orders on the same freight bill with valid purchase orders in an attempt to insure our acceptance.
8. Do not ship merchandise substitutions unless approved in writing by the appropriate buyer.
9. Any inquiry requiring research for issues older than 12 months will incur a research fee of \$25.00.

10. Violations of these instructions will result in charge backs.

## **BILL OF LADING**

[www.olympiasports.net/pages/logistics](http://www.olympiasports.net/pages/logistics)

## **ROUTING INSTRUCTIONS**

[www.olympiasports.net/pages/logistics](http://www.olympiasports.net/pages/logistics)

## **ACCOUNTS PAYABLE REQUIREMENTS**

Olympia is dedicated to paying **all merchandise invoices in a timely manner**. It is our intent to utilize technology to eliminate redundant data entry as well as paper documents by effectively utilizing **EDI invoices** as well as **EDI remittance** advice documents.

## **PURCHASE ORDER VERIFICATION**

1. You must receive a **valid purchase order** from our buyer. Olympia has the ability to send EDI purchase orders. If you have not made arrangements with our buyer to receive an EDI purchase order you must receive a hard copy computer generated purchase order (do not accept phone orders, worksheets or verbal commitments).
2. Our purchase order terms and conditions apply to all purchases.
3. Verify the accuracy of all purchase order details including ship and cancel dates, cost, payment terms, style #'s quantities, etc. Do not ship your merchandise until you verify that all discrepancies on the purchase order have been corrected through receipt of an EDI transmission, or a new printed copy.

## **EDI INVOICES**

1. Before you begin sending an 810 to Olympia, you must first contact our EDI Coordinator at (207)854-2794 or [edi@olympiasports.net](mailto:edi@olympiasports.net), to enroll in our test program. Testing may not begin until you are providing 100% UPC vendor marked shipments and provide us your UPC catalog through SPS Commerce.
2. Once the testing process is complete and a notice is received from the EDI Coordinator, continue sending paper invoices along with EDI until you receive written notification from Olympia's Accounts Payable Department. If you can only send one type of invoice, please send paper.
3. All EDI invoices are transmitted at the UPC level. Unit of measure=each=UPC=selling unit.
4. EDI invoices should be received by Olympia within 3 business days after the merchandise is shipped.
5. Please ensure you receive a Functional Acknowledgement (FA997) for all invoices (810's) you send.
6. **Do not duplicate invoice numbers within a ten year period.**
7. Include "mark for" store number.

8. Include a valid purchase order number.
9. Include UPC for items on each invoice.
10. Include the correct, complete ship to address, remit to address and vendor address.
11. Include the payment terms.
12. Include shipping information (i.e. freight carrier, carton count, freight bill # or tracking id #).
13. A charge back will be assessed for all 810's that do not match the corresponding 856.

### **Paper Invoices**

1. Paper invoices for merchandise purchases must be sent to the correct address. (Attn. Accounts Payable 5 Bradley Dr., Westbrook, ME, 04092).
2. Unless instructed in writing by Accounts Payable, **paper invoices should never be sent with the merchandise** or to an alternate address.
3. **Do not duplicate invoice numbers within a ten year period.**
4. Include the valid purchase order number.
5. Include the complete ship to address, remit to address and vendor address.
6. Include "mark for" store number.
7. Include UPC and style number for items on each invoice. Do not invoice in bulk. You must specify style # and quantity for each item, color and size shipped.
8. Include the payment terms.
9. Include shipping information (i.e. freight carrier, carton count, freight bill # or tracking id #).

### **CHECK DEDUCTIONS**

If you have any questions regarding **deductions on an Olympia check** you must contact **one of the two areas below:**

1. **The Buyer** - work with the buyer if you have a question regarding advertising or markdown deductions.
2. **Accounts payable** - work with our Accounts Payable office if you have questions regarding **unpaid invoices, invoices with shortage deductions, pricing issues, term issues, charge backs, discount deductions, return to vendor proof of returns, or differences on return to vendors. The vendor must**

**contact Olympia within 60 days from the date payment is received in order to dispute a charge back deduction.**

If your issue(s) cannot be resolved through the buyer or Accounts Payable Department, you should contact Dave Osswald, Director of Merchandising, at (207) 854-2794 ext.1280 for resolution.

## **CHECK REMITTANCE**

1. Request for check remittance information should be made through our Accounts Payable Supervisor at (207)854-2794 x1120. A charge back will be administered for this request.

### **Request for Search**

1. Request for items to be researched must be made through our Accounts Payable Supervisor at (207)854-2794 x1120. A charge back will be administered for research completed on items which have aged 6 or more months.

### **Proof of delivery requests on unpaid invoices**

1. Accounts Payable will request proof of delivery (POD) on invoices for which no record of merchandise receipt can be found.
2. When requested, a valid POD should be faxed to our Accounts Payable Department at (207)591-9030 within 48 hours of request.
3. A valid POD is defined as a freight bill signed by an Olympia representative. A bill of lading will not be accepted as a valid form of POD. The freight bill must include the purchase order number and carton count. If there are multiple purchase orders on the shipment, the carton count must be provided by purchase order.

### **Vendor Address File**

The accounts payable vendor address file is maintained using the address stated on your current invoices. Changes due to mergers, acquisitions, Chapter 11 filings, company closings or any changes to your remittance address must be communicated in writing on company letterhead and signed by a senior officer of your company. The following information must be included in the letter:

- \* Your company name and DUNS number
- \* Old parent company name and new parent company name
- \* Old company address and new company address
- \* Statement of what is taking place (i.e. merger, etc.) and effective date of change
- \* New Taxpayer Identification number (if applicable)
- \* \*The written notification for any changes in the above categories should be sent to:

Olympia Sports  
**Attn: Accounts Payable**  
5 Bradley Drive  
Westbrook, Me. 04092

**Note: Please be sure that any invoices sent to us after the effective date of the changes reflect the new information.**

## **MISCELLANEOUS POLICIES**

### **Vendor hiring policy**

Olympia will seek to decline to do business or sharply reduce the level of business done with any vendor that extends an offer of employment to, employs, hires or otherwise engages the services of any person who, at the time such offer of employment is extended or within 180 days prior thereto, is an Olympia buyer, buyer equivalent level or higher. Should a vendor wish to discuss job opportunities with any Olympia employee, the vendor should obtain written permission from our company President prior to any discussions taking place.

### **Conflict of interest - gift giving and acceptance**

Olympia associates should not request or accept from Olympia's vendors (or prospective vendors), and Olympia vendors (or prospective vendors) should not offer to provide to Olympia associates, gifts, gift certificates, discount, gratuities or any other item of value (including services) of any nature, other than that which is normal and casual within the framework of the associate's business activities. Any deviation from this policy could result in the termination of both the associate's employment with Olympia and the vendor's (or prospective vendor's) relationship (or prospective relationship) with Olympia.

### **Forced and child labor/unsafe working conditions**

Olympia has a strict policy prohibiting the use of forced or child labor in the manufacturing of the merchandise that it purchases.

Olympia requires as a condition of doing business that all vendors be in compliance with the Fair Labor Standards Act, the Occupational Safety and Health Act, and other applicable laws for merchandise produced in the United States. Olympia also requires strict compliance with the laws of the country where the merchandise is produced, pertaining to these subjects, when the merchandise is manufactured outside of the United States.

### **Vendor liability insurance**

Vendor shall obtain and maintain, at its sole cost and expense, comprehensive general liability insurance coverage of not less than \$1 million per occurrence for bodily injury and property damage with not less than a minimum aggregate of \$2 million in coverage and indicate deductible limits. Such insurance shall provide coverage with respect to all customary liability, including product liability and contractual liability. The latter shall specifically include coverage of vendor's indemnification obligations to purchaser.

Vendor agrees that such insurance shall be provided pursuant to policies that specify that said insurance is primary, names purchaser and its affiliated companies as additional insured and that such coverage may be neither terminated nor reduced below the above limits without 30 days prior notice to purchaser. Vendor further agrees that it shall provide certificates evidencing such insurance and vendor's compliance with the foregoing requirements upon purchaser's request.

### **Indemnification**

The vendor is responsible to protect and indemnify Olympia Sports against loss or damages arising from infringement of trademarks, patents or copyrights, etc. on any merchandise included in any Olympia Sports order.