

# PACKING SLIP GUIDE – Kohl's

## Introduction

Packing slips can be downloaded from the platform. If you prefer to create your own packing slips, this document provides instructions for replicating packing slips for Kohl's. Please match the packing slip design requirements as closely as possible.

Kohl's utilizes three variations of their packing slips:

- **Normal:** Contains unit price and payment information.
- **Gift:** Contains gift-from, gift-recipient and gift-messages, hides unit cost/payment information.
- **LTL:** The LTL variation of the packing slip replaces the footer and a portion of the header on both the normal and gift packing slips.

Once you have created your packing slips, please submit samples of each version to Kohl's for approval. Your packing slips must be approved by Kohl's before you can use them.

If you have any questions, contact the Kohl's drop-ship team directly or contact Rithum Software Support at [support@dsko.io](mailto:support@dsko.io).

## Normal Packing Slip

 <b>expect great things</b>  Questions? <a href="http://www.kohls.com/orders">www.kohls.com/orders</a>	 RECEIPT ID #: 999-9868-8176-5581-9126-0667-6318 ORDER#: 4578123361_1	<b>Returns ship to:</b> Kohl's Return Center 3550 Salzman Road Middletown, OH 45044-9401  ra: 4578123361_1
<b>Ship to:</b> ArunKumar Natarajan 24, Victoria Street Wilmington, DE 19808 US	<b>Sold to:</b> ArunKumar Natarajan 53, Miami Street West Allis, WI 53227 US	Thank you for your order! We hope you enjoy your purchase from Kohls.com. Use this form to return your online purchase(s) by mail or at any one of our stores nationwide. Premium electronics and warranty products may not be returned by mail and are subject to a modified return policy.

Order Header Section		
Number	Type	Description
1	Static Text	<ul style="list-style-type: none"> <li>KOHLS.com logo: <a href="https://static.dsco.io/images/private_sites/logos/Kohls.com-logo.png">https://static.dsco.io/images/private_sites/logos/Kohls.com-logo.png</a></li> <li>Questions? <a href="http://www.kohls.com/order">www.kohls.com/order</a></li> </ul>
2	Barcode	<ul style="list-style-type: none"> <li>Barcode format: Code 128</li> <li>Standard receipt barcode is .375 inches high by 2.25 inches long</li> <li>Clear space around barcode (optimal space is .25 in)</li> <li>Contains the receipt ID without hyphens, Example: 999986881765581912606676318</li> </ul>
2	Variable	RECEIPT ID #: receipt_id
2	Variable	ORDER#: po_number
3	Static Text	Returns ship to: Kohl's Return Center 3550 Salzman Road Middletown, OH 45044-9401

Order Header Section		
Number	Type	Description
3	Variable	ra: po_number
4	Variable	<p>Ship to:</p> <p>Line 1: ship_attention , ship_company</p> <p><i>If no values are provided for ship_attention and ship_company, you can omit Line 1 and start at Line 2 so that a blank line doesn't show.</i></p> <p>Line 2: ship_first_name ship_last_name</p> <p>Line 3: ship_address_1, ship_address_2</p> <p>Line 4: ship_city, ship_region ship_postal</p> <p>Line 5: ship_country</p>
5	Variable	<p>Sold to:</p> <p>Line 1: bill_to_attention , bill_to_company</p> <p><i>If no values are provided for bill_to_attention and bill_to_company, you can omit Line 1 and start at Line 2 so that a blank line doesn't show.</i></p> <p>Line 2: bill_to_first_name bill_to_last_name</p> <p>Line 3: bill_to_address_1, bill_to_address_2</p> <p>Line 4: bill_to_city, bill_to_region bill_to_postal</p> <p>Line 5: bill_to_country</p>
6	Static Text	<p>Thank you for your order!</p> <p>We hope you enjoy your purchase from Kohls.com. Use this form to return your online purchase(s) by mail or at any one of our stores nationwide. Premium electronics and warranty products may not be returned by mail and are subject to a modified return policy.</p>

SKU#	UPC#	DESCRIPTION	QTY. ORD.	QTY. SENT	UNIT PRICE	RETURN QTY.	RETURN CODE
91206450		BYU iPhone Case BYU-G-282-9-M1 BYU TEAM NO SIZE	1	1	\$ 27.99	T1	19
			Transaction Discount %		19.2		
			SHIPPING METHOD		T1 = 0%	19.1	
			fedex sameday		17		
			PAYMENT TYPE		Returns may reduce the value of Kohl's Cash and/or the refund amount. See details printed on Kohl's Cash coupon.		
			Kohls Charge 3701		20		
 <p>15 Shipping</p> <p>16 0 400850 100019</p>							
ORDER DATE: 02/07/2018 21							
NOTE: THIS IS YOUR PROOF OF PURCHASE. PLEASE KEEP A COPY FOR YOUR RECORDS. 22							

Order Merchandise Table		
Number	Type	Description
7	Variable	line_item_partner_sku if provided. Otherwise, line_item_sku
8	Variable	line_item_upc if provided. Otherwise, line_item_ean
9	Variable	Line 1: line_item_title Line 2: line_item_color line_item_size
10	Variable	line_item_quantity
11	Variable	line_item_quantity
12	Variable	line_item_consumer_price - to include a dollar (\$) sign
13	Variable	Field is left empty - to be used/filled out by the customer when returning an item
14	Variable	Field is left empty - to be used/filled out by the customer when returning an item See Return Codes below - #26
15	Static Text	Shipping
16	Barcode	Hardcoded value of 0400850100019 using EAN13 symbology
17	Variable	ship_carrier ship_method
18	Variable	payment_card_type_x payment_card_last_four_x

Order Merchandise Table		
Number	Type	Description
19	Variable	tax_type_code_1
19.1	Variable	<p>This is a legend including the tax type code, tax percentage, coupon amount and coupon discount included within the line-item details. If every item has the same tax type code, the summary would only show one code and percentage. However, if more than one code is included, then the summary would contain all of the unique combinations.</p> <p>tax_type_code_x = tax_percentage_x</p> <p>Example: T1 = 2% T2 = 3%</p>
19.2	Variable	<p>This will show the coupon discount or the coupon amount (not shown in the photo).</p> <p>If both are present, it will display the coupon amount.</p> <p>Kohl's sends this in as a decimal. The supplier will need to convert this into a percentage. (Opposite of how the tax percentage field is handled).</p>
20	Static Text	Returns may reduce the value of Kohl's Cash and/or the refund amount. See details printed on Kohl's Cash coupon.
21	Variable	ORDER DATE: retailer_create_date
22	Static Text	NOTE: THIS IS YOUR PROOF OF PURCHASE. PLEASE KEEP A COPY FOR YOUR RECORD
23	Static Text	As a Kohls.com customer, you have these convenient ways to return or exchange your online purchase(s). Visit <a href="http://www.kohls.com/returns">www.kohls.com/returns</a> for more information.
24	Static Text	<p>BRING THIS PACKING SLIP, YOUR CREDIT CARD, AND THE ITEM YOU WOULD LIKE TO RETURN TO THE CUSTOMER SERVICE DESK AT YOUR NEAREST KOHL'S STORE.</p> <p>VISIT OUR STORE LOCATOR ONLINE TO FIND A KOHL'S NEAR YOU</p>


Order Merchandise Table		
Number	Type	Description
25	Static Text	LIST THE RETURN CODE AND QUANTITY TO BE RETURNED ABOVE. PACK A COPY OF THIS PACKING SLIP AND THE MERCHANDISE IN A BOX AND AFFIX THE SUPPLIED RETURN ADDRESS AT THE TOP RIGHT. PLEASE SEND ALL SHIPMENTS PREPAID. YOU WILL RECEIVE A CREDIT FOR YOUR RETURN ON THE ORIGINAL CREDIT CARD AND ACCOUNT NUMBER.
26	Static Text	RETURN CODES:
26.A	Static Text	FIT A = TOO BIG B = TOO SMALL C = DIDN'T FIT PROPERLY
26.B	Static Text	QUALITY D = SCRATCHED/DENTED E = DID NOT LIKE QUALITY F = DEFECTIVE
26.C	Static Text	SERVICE G = WRONG ITEM/COLOR H = ARRIVED LATE J = DAMAGED IN SHIPPING
26.D	Static Text	OTHER K = DID NOT LIKE/CHANGED MIND M = RETURNING GIFT N = OTHER
27	Static Text	Visit <a href="http://www.kohls.com/ordertracking">www.kohls.com/ordertracking</a> for detailed information about your order.

## GIFT PACKING SLIP

The gift packing slip is triggered when the gift\_flag field is **TRUE**. It should match the Normal packing slip above, EXCEPT for the following:

 <b>expect great things</b>  Questions? <a href="http://www.kohls.com/orders">www.kohls.com/orders</a>	 RECEIPT ID #: 999-9798-8196-6986-9126-6197-1273 ORDER#: 2222801_1	<div style="border: 1px dashed black; padding: 5px;"> <b>Returns ship to:</b> Kohl's Return Center          3550 Salzman Road          Middletown, OH 45044-9401           tra: 2222801_1       </div>
<b>Ship to:</b> IBYUEFo35LNzUb2ErMUNFqa7 IBaLQo4t1eJieIKNRd+4uQXw 24, Victoria Street Wilmington, DE 19808 US	<b>Sold to:</b> IBYUEFo35LNzUb2ErMUNFqa7 IBaLQo4t1eJieIKNRd+4uQXw 53, Miami Street West Allis, WI IBZBf/2qX9hojY8pTAv5Wcul US	A gift for you! We hope you enjoy your gift from Kohls.com. Use this form to return your online purchase(s) by mail or at any one of our stores nationwide. Premium electronics and warranty products may not be returned by mail and are subject to a modified return policy.

Order Header Section		
Number	Type	Description
6	Static Text	A gift for you!  We hope you enjoy your gift from Kohls.com. Use this form to return the enclosed item(s) by mail or at any one of our stores nationwide. Premium electronics and warranty products may not be returned by mail and are subject to a modified return policy.

SKU# <sup>7</sup>	UPC# <sup>8</sup>	DESCRIPTION <sup>9</sup>	QTY. ORD. <sup>10</sup>	QTY. SENT <sup>11</sup>	UNIT COST <sup>12</sup>	RETURN QTY. <sup>13</sup>	RETURN CODE <sup>14</sup>
34156458	193579040734	UA SIM SOFTSHELL STLTH GRY MEDIUM To: Joshua From: Aunt Linda Message: Happy Birthday! Hope your day was special! <b>9.1</b>  <u>SHIPPING METHOD</u> <b>17</b> UPS Ground  <b>18</b>	1	1	T1 <b>19</b>		
<b>15</b> Shipping  <b>16</b> 0 400850 100019		Returns may reduce the value of Kohl's Cash and/or the refund amount. See details printed on Kohl's Cash coupon. <b>20</b>					
ORDER DATE: 02/10/2020 <b>21</b> NOTE: THIS IS YOUR PROOF OF PURCHASE. PLEASE KEEP A COPY FOR YOUR RECORDS. <b>22</b>							

Order Merchandise Table		
Number	Type	Description
9	Variable	Includes To/From/Message (gift message) under the gift item (character limit: 150 characters)
9.1	Variable	Gift Message shown below the To/From
12	Variable	Unit cost - not shown on the Gift packing slips.
18	Variable	Payment Type - not shown on the Gift packing slips.
19.1	Variable	Transaction Discount Percent - not shown on the Gift packing slips.


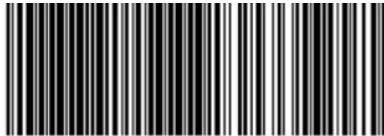


## FREIGHT (LTL) PACKING SLIP

The LTL packing slip is triggered when the shipping\_service\_level\_code matches any of the following values:

- **LTL\_C**
- **LTL\_T**
- **LTL\_R**
- **LTL\_W**

The LTL packing slip should match the Normal packing slip above, EXCEPT for the following:

 expect <b>great</b> things  Questions? <a href="http://www.kohls.com/orders">www.kohls.com/orders</a>	  RECEIPT ID #: 999-9891-8199-9999-9126-6206-8675 ORDER#: 1115678901_1	<b>1</b>
<b>Ship to:</b> ArunKumar Natarajan 42200 albrae st Fremont, CA 94538 US	<b>Sold to:</b> ArunKumar Natarajan 42200 albrae st Fremont, CA 94538 US	<b>2</b>

Order Header Section		
Number	Type	Description
1	Variable	Returns Info box is not displayed on the LTL packing slip.
2	Variable	Order Messaging box is not displayed on the LTL packing slip.

ORDER DATE: 01/07/2018  
 NOTE: THIS IS YOUR PROOF OF PURCHASE. PLEASE KEEP A COPY FOR YOUR RECORDS.

**For hassle free returns,  
call Kohl's Customer Service:**

**1-844-564-5701**

Please do not return  
this item to store.

**Return Instructions for Freight Delivered Items:**

- Please do not return the item(s) to a Kohl's store. Call Kohl's Customer Service at 1-844-564-5701 for easy returns.
- Shipping costs and surcharges will not be refunded and a 15% re-stocking fee will be assessed, unless the return is made because the item is defective.

RETURN CODES:	FIT	QUALITY	SERVICE	OTHER
	A = TOO BIG B = TOO SMALL C = DIDN'T FIT PROPERLY	D = SCRATCHED/DENTED E = DID NOT LIKE QUALITY F = DEFECTIVE	G = WRONG ITEM/COLOR H = ARRIVED LATE J = DAMAGED IN SHIPPING	K = DID NOT LIKE/CHANGED MIND M = RETURNING GIFT N = OTHER

Visit [www.kohls.com/ordertracking](http://www.kohls.com/ordertracking) for detailed information about your order.

Order Header Section		
Number	Type	Description
N/A	Stop image	<a href="https://static.dsco.io/images/private_sites/logos/Kohls-Ltl-Info.png">https://static.dsco.io/images/private_sites/logos/Kohls-Ltl-Info.png</a>
N/A	Static Text	Return Instructions for Freight Delivered Returns: <ul style="list-style-type: none"> <li>• Please do not return the item(s) to a Kohl's store. Call Kohl's Customer Service at 1-844-564- 5701 for easy returns.</li> <li>• Shipping costs and surcharges will not be refunded and a 15% re-stocking fee will be accessed, unless the return is made because the item is defective.</li> </ul>

Do not include the same hard coded return messages (#23 - 25 on Normal section). The LTL packing slip has its own hardcoded returns message as shown above.