

# PACKING SLIP GUIDE – Claire’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 Claire’s. Please match the packing slip design requirements as closely as possible.

Once you have created your packing slips, please submit samples to Claire’s for approval. Your packing slips must be approved by Claire’s before you can use them.

If you have any questions, contact Claire’s directly or contact Rithum Software Support at [support@dsko.io](mailto:support@dsko.io).

## Packing Slip Requirements

Below is a summary of the rules that apply to Claire’s packing slips.

**Paper:** 8 ½ x 11 Letter

**Primary Font:** Arial

Packing Slip Variables	Applies to this Retailer
Packing Slip Types:	
<ul style="list-style-type: none"> <li>Regular</li> </ul>	Y
<ul style="list-style-type: none"> <li>Ship-To-Store</li> </ul>	N/A
<ul style="list-style-type: none"> <li>Reprint</li> </ul>	Y
<ul style="list-style-type: none"> <li>Gift</li> </ul>	N/A
Returns Address	Y
Sales Division	Y
Special Printing Requirements	N/A
Barcode	N/A

---

Packing Slip Variables	Applies to this Retailer
Multiple Languages	N/A
Multiple Lines Per Packing Slip	Y
Multi-Page Packing Slip	Y
Computations	N/A
Price Suppression	N/A

## Packing Slip Sample

Below is a sample of the Claire's packing slip.



**claire's**  
2400 West Central Road  
Hoffman Estates, IL 60192

Order Number: 1  
PO Number: 11234567  
Purchase Date: 03-05-2024 11:03:00

**BILL TO:**

John Smith  
123 Albany St.  
Apt. 25  
Albany, NY 12302-1932  
US

**SHIP TO:**

Jane Smith  
123 Albany St.  
Apt. 25  
Albany, NY 12302-1932  
US  
Phone: 555 555 5555  
Email: testdship@gmail.com

PRODUCT	PRODUCT NAME / DESCRIPTION	QTY
SKU: 1TNT/31200/0001/RET Partner Sku: 80210 UPC: 190604823676	Teenage Mutant Ninja Turtle Hugger Pillow & Silk Touch Throw Set	3

✂

### Thank you for choosing claires.com

**Congratulations on your Web Exclusive Purchase. All web exclusive products must be returned by Mail. Please do not return this item to a store.**

Merchandise purchased at claires.com can be returned within 60 days in its original, unused condition for a full refund.

**Exclusions:** Items marked as "Online Exclusive" may only be returned by mail. Also, the following items cannot be exchanged or returned: real body jewelry, cosmetics (if seal is broken), and blind bags (if opened). Clothing and footwear with the tags removed cannot be returned or exchanged. Claire's gift cards are not returnable or redeemable for cash (except as required by law).

**HERE IS HOW YOU CAN MAKE A RETURN**

1. Pack your item(s) in its original condition (including tags & packaging) along with the original order packing slip in the box.
2. A return label has been included on the bottom of your order packing slip. Simply cut the return label and place it on the outside of the box. We do ask our customers to pay for the postage, but we will refund the shipping charge if we've made an error in our shipment or if the item is faulty or unusable (unless you have decided to keep part of the received order).
3. Lastly, take the package to the local carrier of your choice.

Please allow 14 business days for receipt and for us to process your returned items. We'll issue a credit to the original payment method. If you've paid via gift card and no longer have the card, please call our friendly customer service team to ask for a replacement card.

For additional help, please feel free to email us at [customersupport@claires.com](mailto:customersupport@claires.com) or contact us via phone at 1-800-804-7194.

**TO:**

**claires**

Returns Department  
2400 West Central Road  
Hoffman Estates, IL 60192

**FROM:**

Jane Smith  
123 Albany St.  
Apt. 25  
Albany, NY 12302-1932  
US

## Packing Slip Mapping

The Claire’s packing slip sample below includes bracketed numbers that correspond to data elements received from the order. The tables in this section map each bracketed number with its corresponding flat-file field name and EDI segment.



**2400 West Central Road  
Hoffman Estates, IL 60192**

Order Number: [023]  
PO Number: [001]  
Purchase Date: [079]

**BILL TO:**

[350]  
Attr: [351]  
[354]  
[355]  
[356], [357] [358]  
[359]  
Phone: [353]  
Email: [352]

**SHIP TO:**

[300]  
Attr: [301]  
[304]  
[305]  
[306], [307] [308]  
[309]  
Phone: [303]  
Email: [302]

PRODUCT	PRODUCT NAME / DESCRIPTION	QTY
SKU: [104] Partner Sku: [113] UPC: [105]	[114]	[100]
SKU: [104] Partner Sku: [113] UPC: [105]	[114]	[100]
SKU: [104] Partner Sku: [113] UPC: [105]	[114]	[100]



**TO:**

**claires**  
Returns Department  
2400 West Central Road  
Hoffman Estates, IL 60192

**FROM:**

[200]  
Attr: [201]  
[204]  
[205]  
[206], [207] [208]  
[209]

Thank you for choosing claires.com

**Congratulations on your Web Exclusive Purchase. All web exclusive products must be returned by Mail. Please do not return this item to a store.**

Merchandise purchased at claires.com can be returned within 60 days in its original, unused condition for a full refund.

**Exclusions:** Items marked as “Online Exclusive” may only be returned by mail. Also, the following items cannot be exchanged or returned: real body jewelry, cosmetics (if seal is broken), and blind bags (if opened). Clothing and footwear with the tags removed cannot be returned or exchanged. Claire’s gift cards are not returnable or redeemable for cash (except as required by law).

**HERE IS HOW YOU CAN MAKE A RETURN**

1. Pack your item(s) in its original condition (including tags & packaging) along with the original order packing slip in the box.
2. A return label has been included on the bottom of your order packing slip. Simply cut the return label and place it on the outside of the box. We do ask our customers to pay for the postage, but we will refund the shipping charge if we’ve made an error in our shipment or if the item is faulty or unusable (unless you have decided to keep part of the received order).
3. Lastly, take the package to the local carrier of your choice.

Please allow 14 business days for receipt and for us to process your returned items. We’ll issue a credit to the original payment method. If you’ve paid via gift card and no longer have the card, please call our friendly customer service team to ask for a replacement card.

For additional help, please feel free to email us at [customersupport@claires.com](mailto:customersupport@claires.com) or contact us via phone at 1-800-804-7194.

**Figure 1 Sample Regular Packing Slip with Order Message References – Claire’s**

## Packing Slip Mapping – Flat-file Field Name

Label	Description	Element	Notes
[001]	PO Number	po_number	
[003]	Channel	channel	
[023]	Consumer Order Number	consumer_order_number	
[079]	Consumer Order Date	consumer_order_date	
[100]	Line Items Quantity	line_item_quantity	
[104]	Line Item SKU	line_item_sku	
[105]	Line Item UPC	line_item_upc	
[113]	Line Item Partner SKU	line_item_partner_sku	
[114]	Line Item Title	line_item_title	
[300]	Ship To Company	ship_company	
[301]	Ship To Attention	ship_attention	
[302]	Ship To Email	ship_email	
[303]	Ship To Phone	ship_phone	
[304]	Ship To Name	ship_name	
[305]	Ship To Address	ship_address_1	
[306]	Ship To City	ship_city	
[307]	ShipTo Region	ship_region	
[308]	Ship To Postal	ship_postal	
[309]	Ship To Country	ship_country	
[350]	Bill To Company	bill_to_company	

---

Label	Description	Element	Notes
[351]	Bill To Attention	bill_to_attention	
[352]	Bill To Email	bill_to_email	
[353]	Bill To Phone	bill_to_phone	
[354]	Bill To Name	bill_to_name	
[355]	Bill To Address	bill_to_address	
[356]	Bill To City	bill_to_city	
[357]	Bill To Region	bill_to_region	
[358]	Bill To Postal	bill_to_postal	
[359]	Bill To Country	bill_to_country	

## Packing Slip Mapping – EDI Segment

Label	Description	Element	Notes
[001]	PO Number	BEG03	
[003]	Channel	REF02	
[023]	Consumer Order Number	N901 (N9*CO)	
[079]	Consumer Order Date	DTM*006	
[100]	Line Item Quantity	PO102	
[104]	Line Item SKU	PO1*SK	
[105]	Line Item UPC	PO1*UP	
[113]	Line Item Partner SKU	LIN*BP	
[114]	Line Item Title	LIN*PD	
[300]	Ship To Company	N201	
[301]	Ship To Attention	N202	
[302]	Ship To Email	PER06	
[303]	Ship To Phone	PER04	
[304]	Ship To Name	N1*ST	
[305]	Ship To Address	N301	
[306]	Ship To City	N401	
[307]	Ship To Region	N402	
[308]	Ship To Postal	N403	
[309]	Ship To Country	N404	
[350]	Bill To Company	N201	

Label	Description	Element	Notes
[351]	Bill To Attention	N202	
[352]	Bill To Email	PER06	
[353]	Bill To Phone	PER04	
[354]	Bill To Name	N1*BT	
[355]	Bill To Address	N404	
[356]	Bill To City	N401	
[357]	Bill To Region	N402	
[358]	Bill To Postal	N403	
[359]	Bill To Country	N405	

## Packing Slip Mapping – API Segment

Label	Description	Element	Notes
[001]	PO Number	poNumber	
[003]	Channel	channel	
[023]	Consumer Order Number	consumerOrderNumber	
[079]	Consumer Order Date	consumerOrderDate	
[100]	Line Item Quantity	lineItems[quantity]	
[104]	Line Item SKU	lineItems[sku]	
[105]	Line Item UPC	lineItems[upc]	
[113]	Line Item Partner SKU	lineItems[partnerSku]	
[114]	Line Item Title	lineItems[title]	
[300]	Ship To Company	shipping[company]	
[301]	Ship To Attention	shipping[attention]	
[302]	Ship To Email	shipping[email]	
[303]	Ship To Phone	shipping[phone]	
[304]	Ship To Name	shipping[name]	
[305]	Ship To Address	shipping[address]	
[306]	Ship To City	shipping[city]	
[307]	Ship To Region	shipping[region]	
[308]	Ship To Postal	shipping[postal]	
[309]	Ship To Country	shipping[country]	
[350]	Bill To Company	billTo[company]	

---

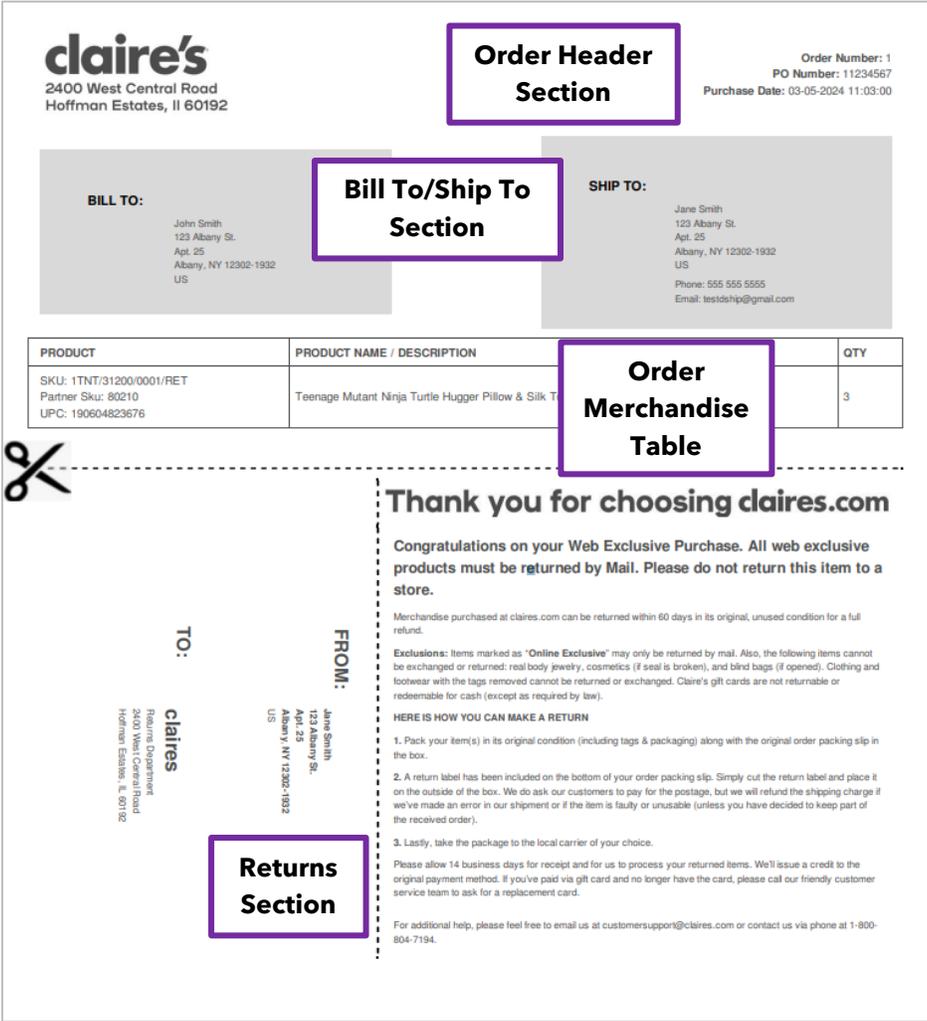
Label	Description	Element	Notes
[351]	Bill To Attention	billTo[attention]	
[352]	Bill To Email	billTo[email]	
[353]	Bill To Phone	billTo[phone]	
[354]	Bill To Name	billTo[name]	
[355]	Bill To Address	billTo[address]	
[356]	Bill To City	billTo[city]	
[357]	Bill To Region	billTo[region]	
[358]	Bill To Postal	billTo[postal]	
[359]	Bill To Country	billTo[country]	

## Packing Slip Specifications

The table in this section contains the packing slip specifications. Elements are identified as either *fixed (F)* or *variable (V)*. Fixed elements are elements that remain the same regardless of any data received, i.e., static text. Variable elements contain changeable data as received from the order. The following packing slip sample includes location references to identify which sections of the sample are being addressed.

### Claire's Packing Slip

When you receive **clairesNA**, **clairesEU** or **clairesFR** on the order, you will print this packing slip.



**claire's**  
2400 West Central Road  
Hoffman Estates, IL 60192

**Order Header Section**

Order Number: 1  
PO Number: 11234567  
Purchase Date: 03-05-2024 11:03:00

**BILL TO:**  
John Smith  
123 Albany St.  
Apt. 25  
Albany, NY 12302-1932  
US

**Bill To/Ship To Section**

**SHIP TO:**  
Jane Smith  
123 Albany St.  
Apt. 25  
Albany, NY 12302-1932  
US  
Phone: 555 555 5555  
Email: testship@gmail.com

PRODUCT	PRODUCT NAME / DESCRIPTION	QTY
SKU: 1TNT/31200/0001/RET Partner Sku: 80210 UPC: 190604823676	Teenage Mutant Ninja Turtle Hugger Pillow & Silk T	3

**Order Merchandise Table**

✂

**Thank you for choosing claires.com**

**CONGRATULATIONS ON YOUR WEB EXCLUSIVE PURCHASE. ALL WEB EXCLUSIVE PRODUCTS MUST BE RETURNED BY MAIL. PLEASE DO NOT RETURN THIS ITEM TO A STORE.**

Merchandise purchased at claires.com can be returned within 60 days in its original, unused condition for a full refund.

**Exclusions:** Items marked as "Online Exclusive" may only be returned by mail. Also, the following items cannot be exchanged or returned: real body jewelry, cosmetics (if seal is broken), and blind bags (if opened). Clothing and footwear with the tags removed cannot be returned or exchanged. Claire's gift cards are not returnable or redeemable for cash (except as required by law).

**HERE IS HOW YOU CAN MAKE A RETURN**

1. Pack your item(s) in its original condition (including tags & packaging) along with the original order packing slip in the box.
2. A return label has been included on the bottom of your order packing slip. Simply cut the return label and place it on the outside of the box. We do ask our customers to pay for the postage, but we will refund the shipping charge if we've made an error in our shipment or if the item is faulty or unusable (unless you have decided to keep part of the received order).
3. Lastly, take the package to the local carrier of your choice.

Please allow 14 business days for receipt and for us to process your returned items. We'll issue a credit to the original payment method. If you've paid via gift card and no longer have the card, please call our friendly customer service team to ask for a replacement card.

For additional help, please feel free to email us at [customersupport@claires.com](mailto:customersupport@claires.com) or contact us via phone at 1-800-804-7194.

**TO:**  
**claires**  
Returns Department  
2400 West Central Road  
Hoffman Estates, IL 60192

**FROM:**  
Jane Smith  
123 Albany St.  
Apt. 25  
Albany, NY 12302-1932  
US

**Returns Section**

**Figure 2 Sample Regular Packing Slip with Location References - Claire's**

## Icing Packing Slip

When you receive **icingNA** on the order, you will print this packing slip.



**ICING**  
2400 West Central Road  
Hoffman Estates, IL 60192

**Order Header  
Section**

Order Number: 1  
PO Number: 11234560  
Purchase Date: 03-05-2024 11:03:00

**BILL TO:**

John Smith  
123 Albany St.  
Apt. 25  
Albany, NY 12302-1932  
US

**Bill To/Ship To  
Section**

**SHIP TO:**

Jane Smith  
123 Albany St.  
Apt. 25  
Albany, NY 12302-1932  
US  
Phone: 555 555 5555  
Email: testship@gmail.com

PRODUCT	PRODUCT NAME / DESCRIPTION	QTY
SKU: 1TNT/31200/0001/RET Partner Sku: 80210 UPC: 190604823676	Teenage Mutant Ninja Turtle Hugger Pillow & Silk Touch Throw	3

**Order  
Merchandise  
Table**

---

**TO:**

**ICING**  
Returns Department  
2400 West Central Road  
Hoffman Estates, IL 60192

**FROM:**

Jane Smith  
123 Albany St.  
Apt. 25  
Albany, NY 12302-1932  
US

**Returns  
Section**

**Thank you for choosing ICING.com**

**Congratulations on your Web Exclusive Purchase. All web exclusive products must be returned by Mail. Please do not return this item to a store.**

Merchandise purchased at icing.com can be returned within 60 days in its original, unused condition for a full refund.

**Exclusions:** Items marked as "Online Exclusive" may only be returned by mail. Also, the following items cannot be exchanged or returned: real body jewelry, cosmetics (if seal is broken), and blind bags (if opened). Clothing and footwear with the tags removed cannot be returned or exchanged. Icing gift cards are not returnable or redeemable for cash (except as required by law).

**HERE IS HOW YOU CAN MAKE A RETURN**

1. Pack your item(s) in its original condition (including tags & packaging) along with the original order packing slip in the box.
2. A return label has been included on the bottom of your order packing slip. Simply cut the return label and place it on the outside of the box. We do ask our customers to pay for the postage, but we will refund the shipping charge if we've made an error in our shipment or if the item is faulty or unusable (unless you have decided to keep part of the received order).
3. Lastly, take the package to the local carrier of your choice.

Please allow 14 business days for receipt and for us to process your returned items. We'll issue a credit to the original payment method. If you've paid via gift card and no longer have the card, please call our friendly customer service team to ask for a replacement card.

For additional help, please feel free to email us at [customersupport@icing.com](mailto:customersupport@icing.com) or contact us via phone at 1-800-898-7518.

**Figure 3 Sample Regular Packing Slip with Location References - Icing**

Data Element	Font Size	Font Style	F/V	Comments
<b>ORDER HEADER SECTION</b>				
LOGO			V	Claireslogo.png should be used for: clairesNA clairesEU clairesFR  Icinglogo.png should used for: icingNA
Label	8	Bold	F	Order Number:
Consumer Order Number	8		V	
Label	8	Bold	F	<b>PO Number:</b>
PO Number	8		V	
Label	8	Bold	F	<b>Purchase Date:</b>
Consumer Order Date	8		V	
<b>BILL TO / SHIP TO SECTION</b>				
<b>Note:</b> The elements described below are enclosed in a grey box, as shown in the sample.				
Label	9	All caps, bold	F	<b>BILL TO:</b>
Bill To Company	7		V	Shift lines up if not present.
Label	7		F	If <i>Bill To Attention</i> is sent on the order, print the following:  <b>Attn:</b>
Bill To Attention	7		V	If <i>Bill To Attention</i> is sent on the order, print the value.
Bill To Name	7		V	
Bill To Address	7		V	
Bill To City	7		V	

Data Element	Font Size	Font Style	F/V	Comments
Bill To Region	7		V	
Bill To Postal	7		V	
Bill To Country	7		V	
Label	7		F	If <i>Bill To Phone</i> is sent on the order, print the following: <b>Phone:</b>
Bill To Phone	7		V	If <i>Bill To Phone</i> is sent on the order, print the value.
Label	7		F	If <i>Bill To Email</i> is sent on the order, print the following: <b>Email:</b>
Bill To Email	7		V	If <i>Bill To Email</i> is sent on the order, print the value.
<b>Note:</b> The elements described below are enclosed in a square grey background, as shown in sample.				
Label	9	All caps, bold	F	<b>SHIP TO:</b>
Ship To Company			V	Shift lines up if not present.
Label	7		F	If <i>Ship To Attention</i> is sent on the order, print the following: <b>Attn:</b>
Ship To Attention	7		V	If <i>Ship To Attention</i> is sent on the order, print the value.
Ship To Name	7		V	
Ship To Address	7		V	
Ship To City	7		V	
Ship To Region	7		V	

Data Element	Font Size	Font Style	F/V	Comments
Ship To Postal	7		V	
Ship To Country	7		V	
Label	7		F	If <i>Ship To Phone</i> is sent on the order, print the following: <b>Phone:</b>
Ship To Phone	7		V	If <i>Ship To Phone</i> is sent on the order, print the value.
Label	7		F	<b>If <i>Ship To Email</i> is sent on the order, print the following:</b> <b>Email:</b>
Ship To Email	7		V	If <i>Ship To Email</i> is sent on the order, print the value.

### ORDER MERCHANDISE TABLE

**Note:** The elements described below are enclosed in solid-line boxes, as shown in the sample.

Label	8	All caps, bold,	F	<b>PRODUCT</b>
Label	8	All caps	F	<b>SKU:</b>
Line Item SKU	8		V	
Label	8		F	<b>Partner Sku:</b>
Line Item Partner SKU	8		V	
Label	8	All caps	F	<b>UPC:</b>
Line Item UPC	8		V	
Label	8	All caps, bold	F	<b>PRODUCT NAME/DESCRIPTION</b>
Line Item Title	8		V	
Label	8	All caps, bold	F	<b>QUANTITY</b>

Data Element	Font Size	Font Style	F/V	Comments
Line Item Quantity	8		V	
<b>RETURNS SECTION</b>				
IMAGE			F	Scissors_for_packslips.jpg
Horizontal Dotted Line			F	As shown in the sample
<b>Note:</b> The data elements are displayed vertically.				
Label	9	All caps, bold	F	<b>FROM:</b>
Ship To Company	7		V	
Label	7		F	If <i>Ship To Attention</i> is sent on the order, print the following: <b>Attn:</b>
ShipTo Attention	7		V	If <i>Ship To Attention</i> is sent on the order, print the value.
Ship To Name	7		V	
Ship To Address	7		V	
Ship To City	7		V	
Ship To Region	7		V	
Ship To Postal	7		V	
Ship To Country	7		V	
Label	9	All caps, bold,	F	<b>TO:</b>
Static Text	13		F	<b>claires</b>
Static Text	6		F	<b>Returns Department 2400 West Central Road Hoffman Estates, IL 60192</b>

Data Element	Font Size	Font Style	F/V	Comments
Vertical Dotted Line			F	
IMAGE			V	For clairesNA, clairesEU, clairesFR, use: Thanks_claires_packslip.jpg  For icingNA, use: Thanks_icing_packslip.jpg
Static Text	10		F	<b>Congratulations on your Web Exclusive Purchase. All web exclusive products must be returned by Mail. Please do not return this item to a store.</b>
Static Text	6		V	For clairesNA, clairesEU, and clairesFR, print:  <b>Merchandise purchased at claires.com can be returned within 60 days in its original, unused condition for a full refund.</b>  For icingNA, print:  <b>Merchandise purchased at icing.com can be returned within 60 days in its original, unused condition for a full refund.</b>
Static Text	6		V	For clairesNA, clairesEU, and clairesFR, print:  <b>Exclusions: Items marked as "Online Exclusive" may only be returned by mail. Also, the following items cannot be exchanged or returned: real body jewelry, cosmetics (if seal is broken), and blind bags (if opened). Clothing and footwear with the tags removed cannot be returned or exchanged. Claire's gift cards are not returnable or redeemable for cash (except as required by law).</b>  For icingNA, print:  <b>Exclusions: Items marked as "Online Exclusive" may only be returned by mail. Also, the following items cannot be exchanged or returned: real body jewelry, cosmetics (if seal is broken), and</b>

Data Element	Font Size	Font Style	F/V	Comments
				<p><b>blind bags (if opened). Clothing and footwear with the tags removed cannot be returned or exchanged. Icing gift cards are not returnable or redeemable for cash (except as required by law).</b></p>
Static Text	6		F	<p><b>HERE IS HOW YOU CAN MAKE A RETURN</b></p>
Static Text	6		F	<p><b>1. Pack your item(s) in its original condition (including tags &amp; packaging) along with the original order packing slip in the box.</b></p> <p><b>2. A return label has been included on the bottom of your order packing slip. Simply cut the return label and place it on the outside of the box. We do ask our customers to pay for the postage, but we will refund the shipping charge if we've made an error in our shipment or if the item is faulty or unusable (unless you have decided to keep part of the received order).</b></p> <p><b>3. Lastly, take the package to the local carrier of your choice.</b></p> <p><b>Please allow 14 business days for receipt and for us to process your returned items. We'll issue a credit to the original payment method. If you've paid via gift card and no longer have the card, please call our friendly customer service team to ask for a replacement card.</b></p>
Static Text			V	<p>For clairesNA, clairesEU, clairesFR, print:</p> <p><b>For additional help, please feel free to email us at <a href="mailto:customersupport@claires.com">customersupport@claires.com</a> or contact us via phone at 1-800- 804-7194.</b></p> <p>For icingNA, print:</p> <p><b>For additional help, please feel free to email us at <a href="mailto:customersupport@icing.com">customersupport@icing.com</a> or contact us via phone at 1-800-898-7518.</b></p>