# 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.

## Normal Packing Slip



| **KOHLS.com**<br>expect **great** things<br><br>Questions?<br>www.kohls.com/orders | [Barcode]<br><br>RECEIPT ID#: 999-9868-8176-5581-9126-0667-6318<br>ORDER#:     4578123361_1 | Returns<br>ship to:  Kohl's Return Center<br>3550 Salzman Road<br>Middletown, OH 45044-9401<br><br>ra:           4578123361_1 |
|---|---|---|
| **1** | **2** | **3** |
| **Ship to:**<br>ArunKumar Natarajan<br>24, Victoria Street<br>Wilmington, DE 19808<br>US | **Sold to:**<br>ArunKumar Natarajan<br>53, Miami Street<br>West Allis, WI 53227<br>US | Thank you for your order!<br>We hope you enjoy your purchase from Kohls.com.<br>Use this form to return your online purchase(s) by<br>mail or at any one of our stores nationwide.<br>Premium electronics and warranty products may<br>not be returned by mail and are subject to a<br>modified return policy. |
| **4** | **5** | **6** |

| Order Header Section | | |
|---|---|---|
| **Number** | **Type** | **Description** |
| 1 | Static Text | • KOHLS.com logo: https://static.dsco.io/images/private_sites/logos/Kohls.com-logo.png<br><br>• Questions? www.kohls.com/order |
| 2 | Barcode | • Barcode format: Code 128<br><br>• Standard receipt barcode is .375 inches high by 2.25 inches long<br><br>• Clear space around barcode (optimal space is .25 in)<br><br>• Contains the receipt ID without hyphens, Example: 99998688176558191 2606676318 |
| 2 | Variable | RECEIPT ID #: receipt_id |
| 2 | Variable | ORDER#: po_number |
| 3 | Static Text | Returns ship to:<br>Kohl's Re turn Center<br>3550 Salzman Road<br>Middletown, OH 45044-9401 |
| 3 | Variable | ra: po_number |

## Order Header Section

| Number | Type | Description |
|---|---|---|
| 4 | Variable | Ship to:<br><br>Line 1: ship_attention , ship_company<br><br>*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.*<br><br>Line 2: ship_first_name ship_last_name<br><br>Line 3: ship_address_1, ship_address_2<br><br>Line 4: ship_city, ship_region ship_postal<br><br>Line 5: ship_country |
| 5 | Variable | Sold to:<br><br>Line 1: bill_to_attention , bill_to_company<br><br>*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.*<br><br>Line 2: bill_to_first_name bill_to_last_name<br><br>Line 3: bill_to_address_1, bill_to_address_2<br><br>Line 4: bill_to_city, bill_to_region bill_to_postal<br><br>Line 5: bill_to_country |
| 6 | Static Text | Thank you for your order!<br><br>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 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<br>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<br>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 | 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.<br><br>tax_type_code_x = tax_percentage_x<br><br>Example:<br><br>T1 = 2%<br><br>T2 = 3% |
| 19.2 | Variable | This will show the coupon discount or the coupon amount (not shown in the photo).<br><br>If both are present, it will display the coupon amount.<br><br>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). |
| 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 www.kohls.com/returns for more information. |
| 24 | Static Text | 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.<br><br>VISIT OUR STORE LOCATOR ONLINE TO FIND A KOHL'S NEAR YOU |

## 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<br>A = TOO BIG<br>B = TOO SMALL<br>C = DIDN'T FIT PROPERLY |
| 26.B | Static Text | QUALITY<br>D = SCRATCHED/DENTED<br>E = DID NOT LIKE QUALITY<br>F = DEFECTIVE |
| 26.C | Static Text | SERVICE<br>G = WRONG ITEM/COLOR<br>H = ARRIVED LATE<br>J = DAMAGED IN SHIPPING |
| 26.D | Static Text | OTHER<br>K = DID NOT LIKE/CHANGED MIND<br>M = RETURNING GIFT<br>N = OTHER |
| 27 | Static Text | Visit www.kohls.com/ordertracking 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:



| Order Header Section | | |
| --- | --- | --- |
| **Number** | **Type** | **Description** |
| 6 | Static Text | A gift for you! <br><br> 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# 7 | UPC# 8 | DESCRIPTION 9 | QTY. ORD. 10 | QTY. SENT 11 | UNIT COST 12 | RETURN QTY. 13 | RETURN CODE 14 |
|---|---|---|---|---|---|---|---|
| 34156458 | 193579040734 | UA SIM SOFTSHELL STLTH GRY MEDIUM To: Joshua From: Aunt Linda Message: Happy Birthday! Hope your day was special! 9.1 | 1 | 1 | T1 19 | | |
| | | SHIPPING METHOD 17 UPS Ground | | T1 = 5.1% 19.1 | | | |
| 15 Shipping 18 | | | | Returns may reduce the value of Kohl's Cash and/or the refund amount. See details printed on Kohl's Cash coupon. 20 | | | |
| 16 0 400850 100019 | | | | | | | |
| ORDER DATE: 02/10/2020 21 NOTE: THIS IS YOUR PROOF OF PURCHASE. PLEASE KEEP A COPY FOR YOUR RECORDS. 22 | | | | | | | |

| 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:
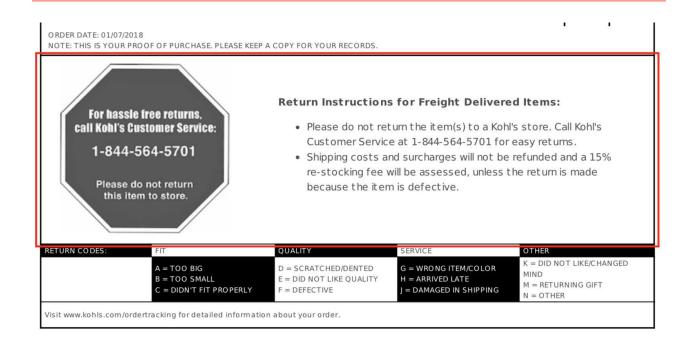
- **LTL_C**
- **LTL_T**
- **LTL_R**
- **LTL_W**

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



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

Visit www.kohls.com/ordertracking for detailed information about your order.

| Order Header Section | | |
|---|---|---|
| **Number** | **Type** | **Description** |
| N/A | Stop image | https://static.dsco.io/images/private_sites/logos/Kohls-Ltl-Info.png |
| N/A | Static Text | Return Instructions for Freight Delivered Returns:<br><br>• 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.<br><br>• 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. |

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.