

Big Lots Vendor Routing Guide – Easy Steps to a Chargeback Free Shipment

- All purchase orders must be routed by the “Routed By” date on the PO. This date is the Wednesday before the start ship date.
 - A vendor can receive a late route without a late ship.
- Accurate packing lists are mandatory and must accompany each shipment. The packing list must be presented in a clear plastic envelope and attached to the outside of the last carton/pallet for each shipment.
- Correspondence of any purchase order violations, invoicing violations, and return to vendor charges or freight expense offsets must be initiated within 60 days of the expense offset check date. **CHARGE BACK REQUESTS OLDER THAN 60 DAYS FROM THE EXPENSE OFFSET CHECK DATE WILL BE DENIED.**
- All correspondence relating to vendor compliance issues must be emailed to frankquinn@biglots.com with the **chargeback letter received attached**. You can also fax the issue to (614) 278-7161 or mail it to the address below:

Big Lots Stores, Inc.
Accounts Payable
300 Phillipi Road
Columbus, OH 43228

Our goal is to help both Big Lots and our vendors avoid costly and time-consuming steps involved in identifying errors, determining the cause of the errors and taking the necessary actions to correct such errors. We believe the bullet points above to benefit both parties and clarify all issues in a timely manner.