

# CITITRENDS

## Vendor Compliance Guide

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## Correspondence and Phone Numbers

In order for Citi Trends to resolve all of your questions or concerns in a timely manner, we have outlined the specific contact for each area of business.

AREA	CONTACT	PHONE/EMAIL ADDRESS
<b>FINANCE &amp; ACCOUNTS PAYABLE</b>		
INVOICE INSTRUCTIONS	Accounts Payable Manager	912-236-1561
INVOICES SHOULD BE EMAILED TO	Accounts Payable Specialist	<a href="mailto:apmerch@cititrends.com">apmerch@cititrends.com</a>
VENDORS THAT START A-K	Jonnell Francis	912-236-1561 X1276
VENDORS THAT START L-Z	Jennifer Walker	912-236-1561 X1274
QUALITY ASSURANCE FIT APPROVALS	BUYER	912-236-1561 17 Park of Commerce Boulevard Suite 200 (2nd floor) Savannah, GA 31405
RETURN TO VENDOR SHIPMENTS	BUYER	912-236-1561 17 Park of Commerce Boulevard Suite 200 (2nd floor) Savannah, GA 31405
FINE LINE	SEE TICKET POLICY	US: 855-639-9026 China: +852-2156-9788 India: +91-124-652-6500 <a href="mailto:support@finelinetech.com">support@finelinetech.com</a>
SUPPLY CHAIN OPERATIONS	Citi Trends' Transportation Team	912-236-1561 <a href="mailto:asn@cititrends.com">asn@cititrends.com</a>

# Vendor Compliance Guide

## *General Overview*

## Vendor warranties and other legal responsibilities

### General

This manual applies to all products supplied by vendors to Citi Trends.

By selling products to Citi Trends, you warrant that all such products conform to the drawings, samples or other specifications furnished or adopted by Citi Trends and that the products will be safe, fit and sufficient for the purpose intended; merchantable; of best materials and workmanship; free from defects; and manufactured and sold in accordance with all federal, state and local laws and regulations. This warranty includes, without limitation, your warranty that your products comply with California's Safe Drinking Water and Enforcement Act of 1986, commonly known as "Proposition 65" and all consumer product safety standards and requirements issued or administered by the Consumer Product Safety Commission (the "CPSC"). This warranty also includes, without limitation, your warranty that you are authorized to sell such products to Citi Trends and that selling such products to Citi Trends will not interfere with or infringe upon the intellectual property or other rights of any third party, including the brand owner.

Please be aware that the provisions in the Citi Trends purchase order, including without limitation, the obligation to defend and indemnify Citi Trends if a claim is brought against Citi Trends regarding a product you sell to Citi Trends, apply to all products you supply to Citi Trends.

## California's Safe Drinking Water and Enforcement Act of 1986, commonly known as Proposition 65 ("Proposition 65")

The state of California recently amended its regulatory scheme under the Safe Drinking Water and Toxic Enforcement Act of 1986, commonly known as "Proposition 65". Proposition 65 requires businesses to warn consumers in California before exposing them to known carcinogens or reproductive toxicants in the consumer products they purchase.

The amended regulations, which go into effect on August 30, 2018, provide specific guidance on the methods for providing warnings, and the content of such warnings, to ensure compliance with Proposition 65. Notably, they require labeling, and that warnings provide more detailed information to consumers about the exposures that may result from their purchase, and any reasonably foreseeable use of a consumer product, including a clear statement that a person "can be exposed" to a listed chemical, and the name(s) of one or more listed chemicals that are the subject of the warning. Additional information regarding Proposition 65, including a list of the current Proposition 65 chemicals can be found at <https://oehha.ca.gov/Proposition-65>.

Citi Trends prides itself on being proactive on all compliance matters, and is committed to ensuring that the products it manufactures or sells meet or exceed applicable safety and related standards, including the amended Proposition 65 regulations. To that end, Citi Trends will rely on your substantial expertise and superior knowledge of the products your company sells to Citi Trends to identify those products that contain or can expose consumers to a Proposition 65 chemical.

It is your responsibility to determine if the products being offered to Citi Trends require a warning label under this regulation. Any product that your company sells to Citi Trends for resale to consumers that contains or can expose consumers to a Proposition 65 chemical above allowed levels should already be accompanied by a warning that complies with existing Proposition 65 regulations. For products manufactured on or after August 30, 2018, you will need to update these warnings to conform to the requirements of the amended regulations. Citi Trends requires (i) that you use the long-form warning label (example below) as Citi Trends will not accept the use of any short-form alternative warning label; (ii) that you affix the required warning labels directly to such products, or their immediate

packaging or container so that the warning is clearly visible to the customer prior to purchase (a standalone warning in a user's manual is not acceptable) to ensure product compliance with Proposition 65 and its warning requirements, and (iii) that you will not send any notices or warning labels, stickers, signs, notices or the like to Citi Trends that would require action on the part of Citi Trends in lieu of action by you, in order to comply with Proposition 65 and its warning requirements.

**IF AN ORDER RELATES TO PRODUCTS THAT REQUIRE A WARNING UNDER PROPOSITION 65, YOU ARE REQUIRED TO ADVISE CITI TRENDS IN WRITING PRIOR TO PROCESSING THE ORDER AND RECEIVE CITI TRENDS' WRITTEN CONFIRMATION TO PROCEED WITH THE ORDER. CITI TRENDS MAY DECLINE TO ORDERS GOODS THAT REQUIRE PROPOSITION 65 WARNING LABELS.**

If you fail to comply with Proposition 65 or other legal requirements, Citi Trends reserves the right to refuse shipments of your products and to remove any such products from Citi Trends stores at your sole expense. Any products that Citi Trends receives that require a Proposition 65 warning label and have not been labeled, will be returned or destroyed at Citi Trends sole discretion and at your sole expense.

Citi Trends strongly encourages vendors to consult with their legal counsel to make sure that vendors and their suppliers are in compliance with Proposition 65 warning label requirements. Vendors cannot rely on Citi Trends to inform them about how to comply with this law as it is the vendors' responsibility. The below guidelines are for informational purposes only and not for the purpose of providing legal advice or opinion.

**The new Long-Form Warning Label must:**

1. Include the word "**WARNING**" in all capital letters and bold print;
2. Include a yellow caution triangle  with an exclamation point to the left of the warning in a size no smaller than the height of the word "**WARNING**". The triangle should be yellow, unless the warning label for the product is not printed using the color yellow, in which case the caution triangle can be in black & white instead. Use the following link to download the symbol: <https://www.p65warnings.ca.gov/warning-symbol>
3. State that the product **can expose** users to chemicals, including a reference to at least one (1) or more chemical(s) listed by the **specific name of the chemical(s)** and the known end result of (i) **cancer** and/or (ii) **birth defectives or other reproductive harm** as applicable to the product. It is not necessary to list ALL chemicals within a product that are known to cause cancer and/or birth defects or other reproductive harm. The requirement is a at least one (1) specific chemical listed on the warning label that is known to cause cancer (if such product exposers users to cancer) and at least one (1) specific chemical listed on the warning label that is known to cause birth defects or other reproductive harm (if such product exposers users to birth defects or other reproductive harm). A single chemical can be used on the warning label to warn about both cancer and birth defectives or other reproductive harm is if such chemical is known to cause both end results;

4. Include a link to [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov); and
5. In no case should the writing on the warning label appear in a type size smaller than 6-point font. There is no special requirement for color or font type, only that it be prominently displayed on the warning label as compared with other words or designs on the warning label, so that the warning is likely to be read and understood by an ordinary customer.

**Examples that comply with the new Prop 65 Warning Label:**

<p> <b>WARNING:</b> This product can expose you to chemicals including [name of chemical], which is [are] known to the State of California to cause cancer. For more information go to <a href="http://www.P65Warnings.ca.gov">www.P65Warnings.ca.gov</a>.</p>	<p>For exposure to listed carcinogens.</p>
<p> <b>WARNING:</b> This product can expose you to chemicals including [name of chemical], which is [are] known to the State of California to cause birth defects or other reproductive harm. For more information go to <a href="http://www.P65Warnings.ca.gov">www.P65Warnings.ca.gov</a>.</p>	<p>For exposure to listed reproductive toxicants.</p>
<p> <b>WARNING:</b> This product can expose you to chemicals including [name of chemical], which is [are] known to the State of California to cause cancer and [name of chemical], which is [are] known to the State of California to cause birth defects or other reproductive harm. For more information go to <a href="http://www.P65Warnings.ca.gov">www.P65Warnings.ca.gov</a>.</p>	<p>For exposures to both listed carcinogens and reproductive toxicants.</p>
<p> <b>WARNING:</b> This product can expose you to chemicals including [name of chemical], which is [are] known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to <a href="http://www.P65Warnings.ca.gov">www.P65Warnings.ca.gov</a>.</p>	<p>For exposures to a chemical that is listed as both a carcinogen and a reproductive toxicant.</p>

**Specific Warning for Food and Furniture Products:**

**Food Products**

 **WARNING:** Consuming this product can expose you to chemicals including [\[name of one or more chemicals\]](#), which is [are] known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov/food](http://www.P65Warnings.ca.gov/food).

**Furniture Products**

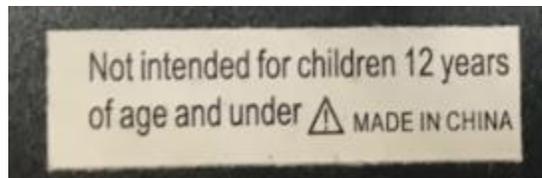
 **WARNING:** This product can expose you to chemicals including [\[name of one or more chemicals known to cause cancer, name of one or more chemicals known to cause reproductive toxicity, or name of one or more chemicals known to cause both cancer and birth defects or other reproductive harm\]](#), which is [are] known to the State of California to cause cancer or birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov/furniture](http://www.P65Warnings.ca.gov/furniture)

**Examples that do NOT comply with the new Prop 65 Warning Label:**

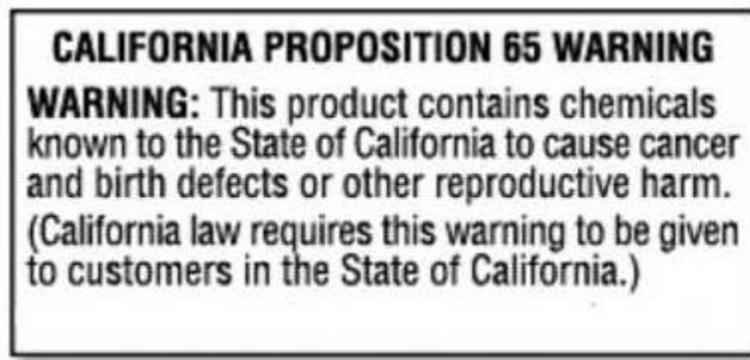
1. This warning label is missing a reference to one or more chemical(s) listed by the specific name of the chemical(s) known to cause cancer and birth defects or other reproductive harm:



2. This warning label is missing the word "WARNING" in all capital letters and bold print and the link to [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov). It is also missing the text that the product can expose users to chemicals, including a reference to one or more chemical(s) listed by the specific name of the chemical(s) and the known end result of (i) cancer and/or (ii) birth defectives or other reproductive harm as applicable to the product.



3. This warning label is missing a reference to one or more chemical(s) listed by the specific name of the chemical(s) known to cause cancer and birth defects or other reproductive harm. It is also the caution triangle with an exclamation point to the left of the warning in a size no smaller than the height of the word "WARNING" and the link to [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov).



## Consumer Product Safety Improvement Act (“CPSIA”)

### **Certification and Labeling**

The CPSIA limits the use of lead and phthalates in a variety of consumer products and children’s products. There are also requirements relating to labeling, garment flammability, drawstrings, toys and small parts. As a vendor, you cannot rely on your retail customer to inform you about how to comply with this law, as it is your responsibility. We strongly encourage you to review the CPSC website and consult with your counsel to make sure that you and your suppliers are in compliance with the CPSIA and all other laws. If you fail to comply with the CPSIA or other legal requirements, we reserve the right to refuse shipments of your products and to remove any such products from our stores at your expense.

The CPSIA requires manufacturers and importers to certify that their products comply with this statute, and this certification must be based on a test of the finished product or a reasonable testing program. Many products, including children’s products, must be tested for conformity by a third party utilizing an accredited lab. Products that are not certified may not be imported or distributed in the United States, and failure to comply can lead to recall and civil penalties. Vendors must be able to provide a conformity certificate upon Citi Trends’ request. A conformity certificate that is readily available by electronic access is acceptable.

The CPSIA also requires that manufacturers of children’s products place compliant tracking labels on those products. All children’s products you supply to Citi Trends must include such labels.

## Business Conditions

The Conditions relating to acceptance, cancellation, and RTV are summarized below.

### Acceptance

Purchase orders are subject to all terms and conditions printed on both sides of the document. No deviations of terms are acceptable unless they are expressly agreed upon by Citi Trends and approved in writing by the appropriate buyer and merchandise manager.

All merchandise not shipped as ordered may be rejected and returned at the vendor's expense. Substitutions will not be allowed without advance notice and written confirmation signed by an authorized representative of Citi Trends.

Acceptance by Citi Trends of an order, which is received after the date specified, does not constitute a waiver of our right to return, cancel, or refuse the delivery.

### Cancellation

Citi Trends has the right to cancel any order, upon notice to the vendor, prior to shipment of merchandise.

Orders are to be picked up by Carrier or Consolidator or delivered to our Consolidator on or before our specified cancel date. Orders not shipped in full before our cancel date are considered canceled.

### Return to Vendor Shipments

In the case of shipments being returned to the vendor due to picking errors, color, style or size substitution, early shipments, improper labeling, quality failure, late shipments or merchandise not ordered; vendors will be charged, in addition to the cost of goods, \$200 per SKU or 5% of total invoice, whichever is greater.

Refusal of merchandise will be considered the vendor's authorization to take a deduction against the vendor's account and donate the merchandise to charity.

Merchandise, which is purchased with a guarantee of sales, will be returned if the terms of the applicable agreement are not met. A charge of 5% of cost of goods will be assessed for any merchandise not meeting agreed upon terms.

All transportation costs and any other costs incurred as a result of deviation from the terms and conditions of Citi Trends purchase order shall be charged to the vendor's account.

### Damages

Citi Trends has up to one year from the original receipt date to process and return damages. A \$100 charge for 0-50 cartons plus \$2.00 per carton over 50 will be added for freight.

Vendor will receive notification that damaged goods have been processed against their account and a request for return authorization via email

Vendor has 30 days from receipt of the return authorization request to provide routing and /or disposition instructions.

Any refusal of goods or failure to respond to a return authorization request will be considered the vendor's authorization to take a deduction against the vendor's account and donate the merchandise to charity.

## Summary of Compliance Violations

Chargebacks will be applied to vendor invoices and can only be disputed up to 90 days from the issuing date.

- 1st Offense: \$100
- 2nd Offense: \$500
- 3rd Offense: \$1,000

Department	Violation	Description
Merchandising	Sets received as separates	A style is purchased as a set and the vendor ships each piece in a separate bag or bundle
Merchandising	Ticketing Issue	The vendor fails to ticket merchandise per sales agreement or tickets merchandise incorrectly. The chargeback amount will include \$100 per style and \$0.20 per unit not ticketed or ticketed incorrectly.
Merchandising	Failure to ship in pre-packs as agreed	The vendor fails to ship units in the correct quantity of pre-packs.
Merchandising	Size substitution	A size substitution occurs when the vendor ships the style complete, but fails to send the size breakdown as requested on.
Supply Chain <i>Distribution Center</i>	Over shipment	The vendor ships more than 10% over the quantity ordered without prior written approval from Buyer and/or Merchandise Manager.
Supply Chain <i>Distribution Center</i>	Short shipment	The vendor fails to ship all units as ordered by the buyer unless such order is modified by mutual agreement of the buyer.
Supply Chain <i>Distribution Center</i>	No packing slip provided, or required information not on the packing slip.	The vendor fails to provide a packing slip with the shipment OR information on packing slip is inaccurate.
Supply Chain <i>Distribution Center</i>	Failure to properly mark cartons with purchase order number; cartons are not sequentially numbered.	The vendor fails to properly mark cartons as described in "SHIPMENT PACKING INSTRUCTIONS" (located in this guide).
Supply Chain <i>Distribution Center</i>	Cartons, Weight, Style, Color, or Quantity do not match what was routed	Upon Quality Control check, it was determined that the shipped merchandise does not match the ordered merchandise that was routed.
Supply Chain <i>Transportation</i>	Vendor shipped goods to the wrong location	Citi Trends only receives freight at the Distribution Center locations; no freight should be shipped to the Savannah corporate office. Any freight that is shipped to an unauthorized address will result in all freight charges being remitted to the vendor along with a chargeback.
Supply Chain <i>Transportation</i>	Failure to ship a purchase order within 2 business days of receiving the routing number	Once a PO has been approved for routing, the vendor is required to contact the carrier and arrange for pick-up within 2 business days.
Supply Chain <i>Transportation</i>	Merchandise not available/ready at time of pick-up; Carrier requires "Detention Time" at pick-up.	The approved carrier arrived at the scheduled pick-up date/time, and the merchandise was not ready. After two (2) hours, the carrier will begin to accrue detention time. This fee will be issued to Citi Trends, which will then be passed to the vendor.
Supply Chain <i>Transportation</i>	Merchandise not available/ready at time of pick-up; Carrier leaves vendor's facility	The approved carrier arrived at the scheduled pick-up date/time, and the merchandise was not ready. The carrier will issue a "Truck Ordered, Not Used" fee to Citi Trends, which will then be passed to the vendor.

Department	Violation	Description
Supply Chain <i>Transportation</i>	Vendor used unapproved carrier	Vendor must ship freight with the Citi Trends approved carrier (provided at the time of routing approval). If the vendor uses a different carrier, it will be the vendor's responsibility to cover the freight expense along with a chargeback.
Supply Chain <i>Transportation</i>	Failure to pay the consolidator for an invoice	When the approved carrier is Citi Trend's consolidator (currently Dynamic Worldwide), the vendor is responsible for the transportation charges to the consolidator's facility AND any carton receiving charges (only applicable for international container receipt).
Supply Chain <i>Transportation</i>	Shipment made without acquiring a valid routing number	If the vendor ships product without first receiving routing approval (see: Shipping and Transportation Instructions), the vendor will be responsible for all transportation expenses and the associated chargeback.
Supply Chain <i>Transportation</i>	Inaccurate Shipping Documentation	Vendor failed to include or provided an inaccurate purchase order, routing number, freight class, weight, or number of cartons on BOL. Vendor marked freight as Collect on BOL to Consolidator.
Supply Chain <i>Transportation</i>	Not following truckload instructions (i.e. top load, floor load, etc.) that were provided at the time of Routing approval.	Vendor did not complete the required instructions that were provided at the time of shipment approval. Additional back-up documentation will be included with chargeback.
Supply Chain <i>Transportation</i>	Shipping oversize or overweight cartons (over 70 lbs. or over 30" L x 23" W x 25" H).	Vendor ships oversized cartons without waiver from Citi Trends Transportation team.
Supply Chain <i>Transportation</i>	Not shipping accurate pallet/cube count.	Vendor shipped a quantity of freight that differed from the quantity ordered at the time of the routing request unless such order is modified by mutual agreement of the buyer. Vendor will be responsible for any excess transportation charges and associated chargeback.

# Vendor Compliance Guide

*Supply Chain & Logistics*

# Shipping & Transportation Instructions

The Citi Trends' Supply Chain Team strives for timely, accurate, and efficient shipment throughout our supply chain network. Our goal is to move merchandise as quickly as possible, while maintaining key transportation quality and cost performance metrics.

The following information will outline the guidelines for requesting a shipment "routing", preparing your shipment, and many processes of the Citi Trends' Distribution Centers.

## Distribution Centers

Citi Trends receives freight at our two distribution centers **ONLY**. No freight should be shipped to the corporate offices or any other location than the DCs listed below.

The distribution centers are located at:

Citi Trends Darlington DC, 1701 North Governor Williams Hwy, Darlington, SC 29540  
Citi Trends Roland DC, 601 Paw Paw Road, Roland, OK 74954

## Purchase Order Routing

Citi Trends utilizes an online web portal to organize and approve inbound freight requests from our vendors. Vendors must submit all routing requests into the Dynamic Web Portal. All vendors must have an account set up prior to shipping. If you are shipping from multiple distribution centers on both the East and West Coasts, you must have a separate account with Dynamic. To set up an account with Dynamic, please call (201) 985-0300 or email [customerservice@dynamiconline.com](mailto:customerservice@dynamiconline.com). Purchase orders will only become visible on the portal 3 days prior to the Start Ship Date, including weekends.

Goods must be ready to ship the day you request routing. Do not request routing if goods are not in your possession and ready for pickup or your requests could be canceled.

Once your shipment information has been accurately entered in to the web portal, Citi Trends' Transportation Team will review all requests and assign an approved shipping method. This process can take up to three business days from the time the shipment information is entered.

There are two approved shipping methods that the Citi Trends' Transportation Team can route your orders:

- Direct to DC: Ship direct to our Distribution Center on a Citi Trends authorized carrier (Small Parcel, Less-Than-Truckload, or Truckload carrier). These shipments are paid for by Citi Trends.
  - If routing is approved to ship via Small Parcel (UPS/FedEx), you will receive an ASN including Citi Trends' shipper number. Please login to the Carrier's website and use the provided shipper number to create labels for the cartons approved to ship. After labels have been created, please have your local Small Parcel driver pickup from your warehouse or drop off at the nearest authorized drop off location.
- Via Consolidation: Dynamic Worldwide consolidates multiple vendors' shipments to ensure optimal shipping efficiency. These shipments are prepaid by the vendor to the consolidator, Dynamic Worldwide. It is the vendors' responsibility to arrange for this freight to be picked up by or delivered to the consolidator location. Citi Trends is responsible for all freight charges between the consolidator and the Citi Trends' Distribution Centers.

Once the Citi Trends' Transportation Team approves the shipment and selects a shipping method, an ASN email is sent, with directions, to the vendor. This email includes Carrier, PO Number(s), Routing Number(s), Pick-Up Number, Destination Address, etc. Once orders are approved to ship, the routing number can be found on Dynamic's Web Portal, along with the status of the order. It is the vendor's responsibility to ensure the Citi Trends' Transportation Team has up-to-date contact information on file.

## Documentation

A standard Bill of Lading (BOL) must be used for every shipment. An example and instructions can be found on the following website: [www.vics.org](http://www.vics.org). When completing the BOL, our PO NUMBER must appear in the column marked "customer order number", the assigned ROUTING NUMBER for each PO must appear in the column marked "additional shipper info", and the PICK-UP NUMBER must appear in the column marked "Special Instructions".

The BOL must be marked with the accurate number of cartons for each purchase order. When shipping with a Less-Than-Truckload (LTL) carrier, a detailed Commodity Description (ex: Wearing Apparel, Footwear, Clothing, etc.) and accurate NMFC Class must be notated on all documentation.

## Shipping Freight

Once your shipment request has been approved, the Citi Trends' Transportation Team will provide an approved carrier for you to ship your freight. Please contact the carrier within 48-hours of approval to arrange pick-up. If the shipment was routed via consolidation, please contact Dynamic Worldwide to schedule either a pick-up (with their carrier service) or delivery (with your own carrier).

Please note, routing approval will be deleted if PO is not received at the DC within the scheduled time window. It is the vendor's responsibility to contact their Buyer and request an extension for the PO if the PO is outside their ship window.

You must ship your shipment within 48 hours of receiving your routing number. If, for any reason, you are unable to ship within the 48 hour (2 business days) window, you must contact Citi Trends' Transportation Team and request a shipping extension or you may receive a chargeback.

All Citi Trends' freight, with the exception of LTL or Multi-Stop Truck Load shipments, is **SHIPPER LOAD AND COUNT** and should be notated accordingly on the BOL. The carriers' drivers are NOT responsible for counting freight, verifying documentation, or loading cartons/pallets. For LTL or Multi-Stop shipments, note who loaded and counted (Carrier or Shipper) on the BOL. If not noted on the BOL, the assumption is Shipper Load and Count. Trailer seals are inspected upon arrival at the Citi Trends' Distribution Centers.

If there are any questions regarding shipping freight, please do not hesitate to contact the Citi Trends' Transportation Team at (912) 236-1561 or via email at [asn@cititrends.com](mailto:asn@cititrends.com).

## Shipment Packing Instructions

These packing and shipping instructions are an integral part of our purchase order(s) issued to you. Failure to follow these instructions and other related instructions contained in our purchase order will result in charges to your account, which will be automatically deducted at time of payment.

1. All cartons must be marked to show our purchase order number, style number enclosed, style color, carton quantity, a detail breakdown of pre-packs, size breakdown, and carton number (see carton marking example below). Cartons must be marked on at least one long side, but can be on more than one side. Each carton must contain one style per purchase order.

<i>(Label)</i>	Purchase Order Number:	123456				
	Style Number:	78901234				
	Color:	White				
	Carton Quantity:	12				
Carton Number: 15 of 40	Pre-Pack Size Break:		S	M	L	XL
			1	2	2	1

2. The packing list for each purchase order must be attached securely to the outside of the first carton, for each respective purchase order. The envelope, which contains the packing list, should be clearly marked: PACKING LIST ENCLOSED. The packing list must include our purchase order number, total cartons shipped, total units per style, size, and color. In addition, a copy of the packing slip must be attached to the bill of lading.
3. Purchase Orders must ship on pallets and be stretch-wrapped. In some instances, the Citi Trends' Transportation Team may request that the vendor floor-load a shipment on to a trailer. The vendor will be notified prior to shipment approval if floor-loading is required. If a pallet is mixed, we require a separation between the POs. Jewelry is the exception and can ship using the master pack method.
4. All orders must be shipped complete as routed unless otherwise approved in writing by the buyer.
5. Carton Numbers are by the Purchase Order not by style.
6. Style, size, or color substitutions will not be accepted without prior written approval from our buyer.
7. Minimum carton size 6"W X 9"L X 9"H and 3 lbs. maximum carton size 30" L x 23" W x 25" H and 70 lbs. Contact the Citi Trends' Transportation Team if cartons do not conform to either spec.
8. Maximum Pallet height is 96 inches. Stacking Pallets is encouraged to maximize trailer space as long as content packaging allows stacking with no damage.

# Vendor Compliance Guide

*Merchandising*

## Ticketing Guidelines

The price ticketing policy is as follows:

To assist you in fulfilling Citi Trends order pre-ticketing requirements, we are providing the following information to you to guide you through the process of ordering tickets. Before you can order tickets, you must set up an account with the ticket vendor. Here are the ways that the ticket vendor can be contacted to set up an account and/or order tickets.

Fine Line- (Preferred Vendor) - Fine Line will ship tickets from the closest location to your delivery address (US, Hong Kong, or Shenzhen China). Prices are the same from any one of the three places. Tickets will normally ship within 48 hours (2 working days) of order placement. The vendor will be able to order tickets starting the day after they receive the PO. If for some reason you need to order only one line of tickets (or re-order the whole order), you can do that in the Fast Track program.

Fine Line Technologies	
<b>U.S: <u>+855-639-9026</u></b>	
<b>China: <u>+852 2156 9788</u></b>	
<b>India: <u>+91 124 652 6500</u></b>	
<a href="http://www.finelinetech.com/">http://www.finelinetech.com/</a> <a href="mailto:support@finelinetech.com">support@finelinetech.com</a>	(use fast track icon)

If you need to get tickets after the original cancel date, you will need to contact the buyer. They will need to know the PO number, and the new cancel date.

All ticketing information can be found on our website [www.cititrends.com](http://www.cititrends.com) including ticket placement on garments, charges for incorrect ticketing and charges for failure to ticket when required to do so.

Please contact your buyer if you have any questions about this policy.

# Purchase Order Layout



104 Coleman Boulevard - Savannah GA 31408  
 (912) 236-1536 [www.cititrends.com](http://www.cititrends.com) 00098

Page 1

**Purchase Order 0000178019** REVISION 01

Order Date 9/02/25	Ship On 11/24/25	Cancel After 11/28/25
Terms NET 60 DAYS ROG		Buyer MELANIE MOORE

Reference PO *DNW2098A*

<b>Vendor</b> ALLURA IMPORTS INC 000311 1407 BROADWAY, SUITE 401  NEW YORK, NY 10018	<b>Ship To</b> For routing information, visit <a href="http://www.cititrends.com/vendors">www.cititrends.com/vendors</a>	<b>Comments</b> REF TO PO-176113 9/2  Ticket Option Vendor Mak Sticky
---	---	---

Vendor Style	Description / Color/ Item Number	MSRP	Cost	Size	Quantity
73181CT	7-16 GIRLS 2 PC SS DENIM OATMEAL 0120-000311-0000045-0012-02000 400426256652	30.00	8.0000	2 PC SET	720
73182CT	7-16 GIRLS 2 PC SS DENIM FAIRY TALE 0120-000311-0000046-0088-02000 400426261014	30.00	8.0000	2 PC SET	480
73184CT	7-16 GIRLS 2 PC SS DENIM GEORGIA PEACH 0120-000311-0000053-0067-02000 400426261359	30.00	8.0000	2 PC SET	480

\*\*\* End of Order \*\*\*

<b>Total</b>	<b>\$13,440.00</b>	<b>1,680</b>
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# Price Ticket Codes

## Price Ticket Layout

### Hanging Tag

Ticket Dimensions

**2.4 in X 1.22 in**

#### Fields

Sequence	Field
1	Division Number - Department Number
2	Suggested Retail
3	Retail Price
4	UPC
5	Product Description



## Sticky Ticket

### Ticket Dimensions

**1.5 x 1.1in**

### Fields

Sequence	Field
1	Division Number - Department Number
2	Product Description
3	MSRP
4	Retail Price
5	UPC



- Do not deface the price ticket in any manner; this includes changing the size, price or color.
- Do not attach sticky tickets to the fabric of any garment.
- Merchandise requiring pre-tickets must be ticketed following the Citi Trends Ticketing Guidelines (see page 20 for instructions).
- If you have questions about ticket accuracy, need additional tickets, or need help matching tickets to your style/size, please contact the buyer (use the general phone number on top of page 3).
- All purchase orders written for items to be pre-ticketed must be pre-ticketed. Merchandise may be shipped without tickets only with prior written approval of the Buyer.
- Cartons containing pre-ticketed merchandise must have “PRE-TICKETED” on the outside of each carton.

Branded Vendor Ticket Placement



## Ticket Placement

*Citi Trends requires all vendors to comply with the following ticketing requirements. Failure to follow ticketing instructions will result in a chargeback. If attaching tickets with vendor or MSRP hangtag, Citi Trends tickets must be placed on top.*

*All Hard Tickets should be attached with swift tags.*

*Do NOT use strings or ball chains or any other easily removed item to attach tickets.*

- TOPS - include jackets, knit tops, wovens, sweaters, dresses, coats, sleep shirts/pajama tops and lingerie. All should be ticketed on bottom of left sleeve or left armhole.



- BOTTOMS - include jeans, pants, pajama bottoms, panties, boxers, skirts, capris, and shorts. All should be ticketed at the waist on the left side of the garment in the side seam.



## Accessories

- Includes handbags, wallets, umbrellas, backpacks, hats, belts, and sunglasses
- All should be ticketed with Citi Trends price ticket in the following locations



## Ticketing Instructions for Sticky Tickets

- Hosiery, jewelry, boxed gifts, home goods, fragrances, and other banded or boxed merchandise should be ticketed on the back or bottom without covering up the size, barcodes, or other pertinent information.
- Blister packed toys should be ticketed on the front.



**Never tape garment tickets to merchandise!!**

**Please call Citi Trends to request adhesive tickets if incorrect tickets are received. (912) 236-1561.**

## Shoes

- All price tickets must be applied to the bottom of the right shoe or inside of right shoe.
- Size Dots must be applied on the inside of the Right Shoe. For boots, place the size dot on the bottom of the right shoe.
- If an item has a split size, ex. 5/6, 7/8, please sticker as larger size.
- If shoes have manufacturer hangtag, place sticky price ticket on that tag.
- All hanging/unboxed shoes will have the ticket attached to the right shoe.
- All boxed and hanging shoes will have each pair of shoes tied together with an 18" stretch cord.

If ticket does not adhere to any of above parts of the shoe, please contact buyer.

It is the vendor/factory/agent's responsibility to check all the information on the tickets/labels for accuracy against the purchase order information, when received from the authorized supplier for the following:

- Stock number
- Compare at price
- Ticket type needed
- Quantity of tickets needed
- Size
- Retail price
- UPC Code

All Shoes and Sandals (Unboxed) Ticket with sticky price tickets on the bottom of the right shoe or inside the shoe on the right heel area.



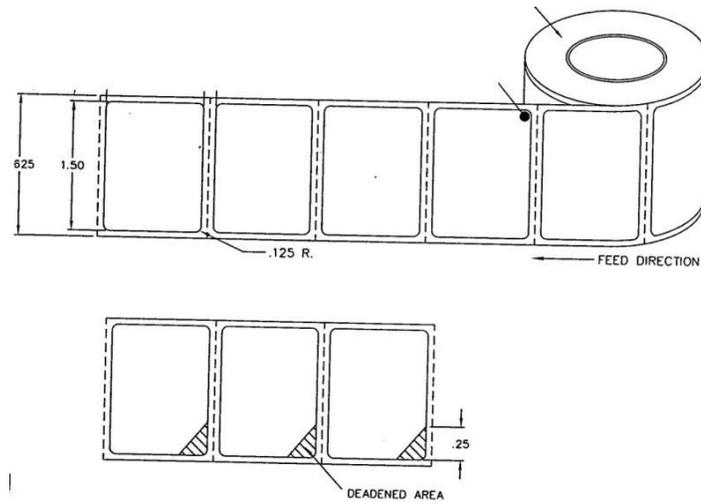
## Boots

- Use sticky price tickets on the bottom of the right boot in the heel area.
- For Ladies Tall Boots, if ticket will not adhere to the bottom or the inside of heel area, please ticket with a hanging ticket.
- For Boots that have manufacturer hangtag, please place sticky price ticket on that tag.



## Vendor Instructions for Pre-ticketing BOXED FOOTWEAR

Note: When ordering please request Double-Sided Tickets.



It is the Vendor/Factory/Agent's responsibility to check all the information on the tickets/labels for accuracy against the purchase order information, when received from the authorized supplier for the following:

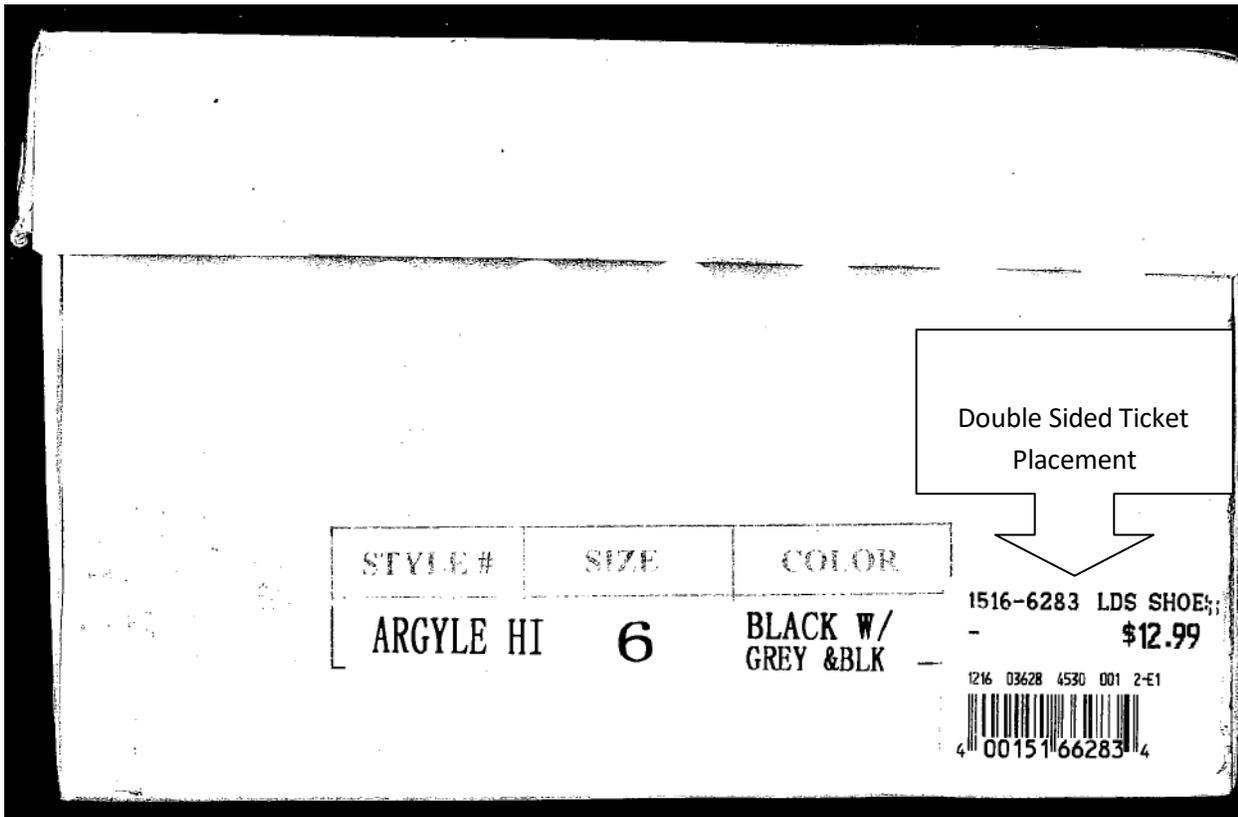
- Stock number
- Compare at price
- Ticket type needed
- Quantity of tickets needed
- Size
- Retail price
- UPC code

# Vendor Instructions for Pre-ticketing BOXED FOOTWEAR

The vendor would apply the pricing sticker to the outside of each shoe box only (just the box receives a ticket – not the shoes...so there is no need to remove the shoes from the shoe box).

This step would be achieved by utilizing the double sticky back pricing label attached. The outside layer of the label would be affixed to the shoe box at the vendor. The pricing sticker would then be applied to the right shoe by Store employees while they are performing their other standard tasks.

**\*\* IF PO STATES NO BOX, BUT YOU WOULD STILL LIKE TO KEEP THE SHOES IN THE BOX TO PROTECT THEM, PLEASE STILL TICKET THE BOTTOM OF THE RIGHT SHOE AS INSTRUCTED BY BUYER**



# Citi Trends Quality Control

## Policies and Procedures

To be certain that our products meet our customers' expectations as well as governmental regulations, the following procedures must be adhered to:

**Fit Samples – must be sent to the buyer within 10 days of order placement**

- All clothing items must have an approved fit prior to the manufacturing of the garment. Fit samples must be sent in the correct fabric type and must be sent in our standard fit size. When submitting a fit sample enclose the proposed care label, containing all information required by the Federal Trade Commission for both the Textile Fibers Product Identification Act and the Care Labeling Rules and Regulations. Each sample must be sent with a completed quality and fit approval form.

**Pre-production samples – must be sent to the buyer before production has begun**

- All vendors should submit a pre-production sample with a quality and fit approval form. This sample will be in the correct fit, fabric, color, trims, screen-prints and labeled with the correct care instructions. This will allow us to work together to correct any quality problems prior to production. Note: this testing may be performed on your fit samples if the fit sample meets the pre-production criteria. Wash test evaluation will be performed on the Pre-production sample.

**Certified Production Samples (TOP samples) – must be sent to the buyer 2 weeks prior to ex-factory date**

- One sample of certified production merchandise must be sent 2 weeks prior to actual bulk shipment from factory. The sample must represent the entire shipment for fit, dyeing, finishing, packaging, sewing and label.
- A filled-out Citi Trends quality and fit approval form must be included with all samples sent.

**Quality and Fit Sample Sizes**

- Junior Bottoms – Size 9 or Medium
- Junior Tops – Size 9 or Medium
- Plus Sportswear – Size 20 or 2X
- Missy Sportswear – Size 12 or Medium
- Girls – Size 7-14 – Size 10 Size 4-6X – Size 5
- Toddlers – Size 3T

NOTE: If the correct size is not sent, the FIT will not be approved.

## Other Information

- These samples are non-returnable and must be sent at the vendor's expense.
- If you are shipping coordinating tops and bottoms, pre-production samples of all styles and production samples of all styles must be submitted at the same time for color evaluation.
- Samples are in addition to, not part of the purchase order quantities.
- A completed Citi Trends Sample Approval Form must be with all samples. Samples must be sent for all orders.
- All results for fit and quality samples will be available within 2-4 days of receiving the sample.

## Approval Procedure

- After testing samples, vendor will receive approval or non-approval from Quality Control via email or fax.
- If sample is not approved, vendor must make corrections and send a new sample for approval.

Note: The above-mentioned procedures have been incorporated to contribute to our mutual success. If the procedures are not followed, the result may be a chargeback or order cancellation.

17 Park of Commerce Boulevard, Suite 200 (2nd floor)  
 Savannah, GA 31405  
 Phone: (912) 236-1561

# of pages: \_  
 ATTN: \_  
 PHONE: \_  
 FAX: \_  
 EMAIL: \_

## Quality and Fit Approval

Vendor:   
 PO #:

Vendor Style #	Citi Trends Style #	Style Description

**SAMPLE STATUS:**

Fit Only                     
  Pre-Production                     
  Final Production / T.O.P.

NOTE TO VENDOR: When submitting samples, please complete top portion of form and include with sample.

-----  
 THE ABOVE STYLE(S) HAVE BEEN TESTED AS FOLLOWS:

<input type="checkbox"/>	Fit	Approved	Not Approved
<input type="checkbox"/>	Color	Approved	Not Approved
<input type="checkbox"/>	Print	Approved	Not Approved

<input type="checkbox"/>	Trim	Approved	Not Approved
<input type="checkbox"/>	Design	Approved	Not Approved
<input type="checkbox"/>	Wash	Approved	Not Approved

APPROVED  
 (Meets/exceeds Citi Trends QC requirements)  
 APPROVED with Corrections Conditional  
 Approval

NOT APPROVED  
 (Does not meet Citi Trends QC requirements)

Please fax your Care & Content label to our QC dept.

Please submit a NEW sample corrected as follows:

Fiber Content: \_

Country of Origin: \_

Care Instructions: \_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**CORRECTIONS/COMMENTS:**

Buyer/Citi Trends, Inc.

Date

Quality Control/Citi Trends, Inc.

Date

# Vendor Compliance Guide

## *Accounts Payable*

# Accounts Payable

Citi Trends' Accounts Payable Department is dedicated to paying all invoices accurately and within the established payment terms. The following procedures document what we need from our vendors to achieve this goal.

Always receive a Citi Trends purchase order for any order placed. It is understood that all orders are governed by the terms and conditions on the back of the P.O. Exceptions to these terms and conditions are not valid unless approved in writing by Citi Trends' Merchandise Manager.

Verify the accuracy of all purchase order details including item price, payment terms, shipping instructions, size breakdowns, etc. Any discrepancies must be corrected before the merchandise is shipped.

After the merchandise has been shipped, the invoice must be sent to the corporate office (*Citi Trends Inc., Attn: Accounting Department, 17 Park of Commerce Boulevard, Suite 200 (2nd floor), Savannah, GA 31405*) or emailed (*apmerch@cititrends.com*).

Each invoice must contain:

- Citi Trends Purchase Order Number
- Vendor's name and remit to address
- One unique alphanumeric, up to 10 characters, invoice number. Invoice numbers cannot be duplicated.
- Invoice Date. This date can be later than, but not before, the shipment date.
- Payment terms
- Unit cost, as well as total cost by style
- Total units per line item and the grand total of units – this must match those shipped as indicated on the packing slip
- Factor stamp if payable to a factor

Send only one invoice per shipment per purchase order. Please do not invoice multiple purchase orders on the same invoice.

Payment due dates are based on the later of the invoice date or the date of receipt at Citi Trends' Distribution Centers, and, per PO Terms and Conditions (G.1), goods received at Citi Trends DC after the 25th day of any month will be considered as though received the first day of the following month.

For any inquiries, please contact your Accounts Payable Specialist by phone. Contact information can be found under the "Correspondence and Phone Numbers" section of this guide.

Inquiries should include the check number, purchase order number, invoice number, amount of the dispute, and an explanation of the nature of the dispute.