

VAIL RESORTS®

RETAIL

VRR VENDOR AGREEMENT

Version 24



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(This Vendor Agreement supersedes all Vendor Agreements, Routing Instructions, and Purchase Order Routing Instructions provided by VRR prior to the effective date noted above.)

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VAIL RESORTS[®]

RETAIL

January 10, 2024

Dear Vail Resorts Retail Vendor:

Vail Resorts Inc. is the premier mountain resort company in the world and a leader in luxury, destination-based travel to iconic destinations. Our product is the great outdoors, and our mission is simple: Experience of a Lifetime. Vail Resorts Retail (VRR) is the Retail Division of Vail Resorts Inc. with the mission to be the Best at Outfitting Guests with the Gear & Confidence to Discover Experiences of a Lifetime.

Vail Resorts Retail owns and operates more than 250 retail and rental locations in seven geographic regions. We are the leader in North America for the number of resorts-based ski and rental stores – managing over 45 different brands, including Vail Resorts Retail-developed stores and branded concept stores alike - such as Helly Hansen, Patagonia, The North Face and our very own branded retail store, Epic Mountain Gear. We also operate several brands located in urban markets in the Colorado Front Range.

Across all our stores, we carry several hundred of the industry's best brands that can outfit our guests for an endless number of outdoor activities – from our core of skiing and snowboarding to biking, hiking, camping, running, fly-fishing and so much more. Throughout our portfolio's brand architecture, the store experience ranges from luxury to family-centric to our value-focused outlets. This provides scalability, consistency, and speed-to-market benefits to our business.

VRR has developed the following Vendor Agreement which provides coaching to ensure successful purchasing, shipping, and processing of merchandise from our vendors through our Distribution Centers and into our retail stores, as well as timely processing and payment of invoices. When there are problems receiving inventory, VRR may perform unplanned services to successfully process or return the shipment. This Agreement outlines all associated fees in the case VRR must perform unplanned services on a shipment received in our locations. Please note that we reserve the right to update, change, modify or terminate your subscription benefits at any time at our sole discretion.

We ask that you take time to fully read and understand all aspects of the attached Agreement. If you are unable to agree to anything noted in the Agreement, please contact our Vendors Relations Department at RetailVendorRelations@vailresorts.com for further discussion.

Respectfully,

Glenn Stahlman
Vice President & Chief Operating Officer
Retail/Rental Division
Vail Resorts Inc.

Section 1 – NEW VENDOR ONBOARDING

1.1 New Retail Vendor Setup

Supplier Information Management (SIM) is a module in Coupa that supports an end-to-end, streamlined process for supplier onboarding and updating supplier information, empowering our suppliers to self-service their information updates.

- An authorized VRR buyer must request a login for all new vendors within Coupa SIM.
- All new vendors will receive a system-generated email from Coupa SIM once a profile has been created and will need to follow the steps to provide all vendor information, including required documents such as W9/W8 and banking documents (voided check or bank letter).
- Once setup is complete the new vendor will be issued a vendor number. This vendor number will be communicated to the vendor and the buyer so that purchase orders can be issued.

1.2 Insurance Requirements

- Supplier must carry and maintain, at its sole cost, the following insurance policies with insurance companies and on forms satisfactory to Vail:
 - (i) Commercial General Liability insurance with limits of \$2,000,000 per occurrence and \$4,000,000 USD in the aggregate;
 - (ii) If the Supplier's scope of work requires the use of an auto, Commercial Auto Liability insurance with a limit of \$2,000,000 USD combined single limit for each accident;
 - (iii) Workers' Compensation insurance as required by applicable law and Employer's Liability insurance with a limit of \$500,000 USD for each accident.
- Supplier's insurance required by subsections (i) and (ii) must be primary and non-contributory to any insurance held by Vail. Except for Workers' Compensation, Vail must be named as an additional insured under the policies. The policies must include a (i) waiver of subrogation; and (ii) provision requiring a minimum of 30 days' notice to Vail of any change or cancellation. Supplier must provide Vail with certificates of insurance evidencing the policies listed above upon receipt of a PO.

1.3 Credit Applications, Retail Sales Agreements, Contracts Policy

- All financial information can be found on the Vail Resorts Investor Relations website: investors.vailresorts.com
- Additional credit information & trade references will be sent to the vendor by request only.
- Any documents that require a signature should be submitted to the Divisional Merchandising Manager to process through our legal department. Signatures take an average of 6 weeks to obtain.

1.4 Electronic Payment Setup

- Vail Resorts Retail requires all suppliers to accept electronic payments.
- Vail Resorts uses ACH (Automated Clearing House) for all payments in US Dollars, and EFT (Electronic Funds Transfer) for all payments in Canadian dollars.
- ACH payments must be transferred to a checking account of a continental United States bank.
- EFT payments must be transferred to a checking account of a Canadian bank.
- To set up ACH or EFT payments, the vendor must provide backup documentation for the bank account detail provided. This can be in the form of a voided check or a bank letter confirming the bank account information.
- Any vendor that cannot receive electronic payments must be approved for exemption prior to being set up for payment via mailed check by contacting RetailVendorRelations@vailresorts.com.

Section 1 – NEW VENDOR ONBOARDING (continued)

1.5 Payment Terms and Conditions – 2%20 Net60.

- Vail will pay Supplier's invoice within sixty (60) days of the date of the receipt of such invoice; provided that if Vail pays such invoice within twenty (20) days of the receipt of such invoice, Vail will be entitled to reduce such invoice payment by two percent (2%).
- Payment will be made by electronic funds transfer ("EFT") or ACH to the bank account provided to Vail by Supplier. Each invoice will contain an itemized description of the Deliverables and all applicable charges. Vail will be liable only for undisputed and correct charges on the invoice for Deliverables to which the charges relate. Vail will not be responsible for paying any late fees or interest penalties.
- To the extent any invoice is incorrect, Vail may reject such invoice and request a corrected invoice, and the time periods contemplated by this Section will be based upon the date of receipt of such corrected invoice

1.6 Provided Content Usage Rights

By providing Vail Resorts or one of its affiliates (including VRR) with images or other digital content (the "Provided Content"), you waive any claims against Vail Resorts and its affiliates related to the use of the Provided Content and agree to indemnify and defend Vail Resorts and its affiliates from and against any third-party claims arising from their use to the extent permitted by law. Vail Resorts and its affiliates reserves the right to utilize the Provided Content for its promotional and marketing purposes at its sole discretion.

Section 2 – VENDOR PROGRAMS

2.1 Defective Allowance Program

VRR requires all of our vendors to participate in our Defective Allowance program unless otherwise approved by a Divisional Merchandise Manager.

The Defective Allowance Program will include all manufacturer's defects and/or damages resulting from manufacturer's defects. These defects or damages may be generated from end-customer returns to our stores or defects found within our retail stores or warehouses. This program does not include rentals, demos, vendor recalls, stock rotation, and overage/not-ordered items.

The VRR Defective Allowance Program has many advantages:

- No requests for Return Authorization Numbers
- No call tags will need to be sent to VRR
- No 10% handling fee
- No return shipping costs

At the end of each quarter VRR will take a deduction from vendor invoices. **The amount of the deduction will be 1% of total receipts during the quarter.** A deduction notification email will be sent to all active Traverse vendor contacts. These notifications can also be found on the Traverse Portal at vrr.traversesystems.com.

The quarterly deduction percent for the upcoming year will be determined at the Winter Season Year End (April 30). If the actual return percent is greater than 1% the quarterly deduction percent for the upcoming year will be adjusted to the actual return percent from the previous year. A notification email with the revised defective percentage will be sent after the Winter Season Year End (April 30). We will not request/require that a new contract be signed from season to season.

The intent of this program is to provide better service to our customers and also reduce costs for both our vendors and VRR. There will be a year end "True-Up" deduction from VRR if actual returns exceed the quarterly deductions.

VRR reserves the right to remove any vendor at any time from the Defective Allowance Program.

Section 2 – VENDOR PROGRAMS (continued)

2.2 Marketing Development Fund

To allow partnership dollars to go further in driving our collective business and support our complex city/resort store mix, VRR is replacing the Co-Op Marketing Program with a Marketing Development Fund (MDF) model.

Marketing development funds will be used to invest in marketing to drive topline retail traffic across the breadth of our network of stores where and when we can most effectively grow the business. We will not support brand specific proof-of-performance marketing efforts.

The net benefit of the MDF program is to enable VRR to pool these partnership dollars and scale marketing efforts where and when we can drive the most traffic and revenue. Doing so will enable VRR to grow the total business, resulting in a net benefit to our partners in proportion to their percentage of the business within their category (or categories). Further, the long-term benefit is to build a more equitable and sustainable partner-supported marketing program with involvement from all our vendor partners.

The Marketing Development Fund Program does not affect or change any co-op marketing agreements in place for partners with whom we operate partner/concept stores. Our partner concept store agreements stay the same. This new MDF model will only replace the former Co-Op Program. It will not replace any current MDF dollars for In Store Experiences.

At the end of each fiscal quarter VRR will take a deduction from vendor invoices. **The amount of the deduction will be 2% of total receipts during the quarter.** A deduction notification email will be sent to all active Traverse vendor contacts. These notifications can also be found on the Traverse Portal at vrr.traversesystems.com.

2.3 Perishable Disposal Program

Vail Resorts Retail requires all vendors who supply perishable products to participate in our Perishable Disposal Program unless otherwise approved by a Divisional Merchandise Manager.

VRR will handle merchandise that is past its expiration/best by date but otherwise in sellable condition by field destroying it for credit. This means VRR will destroy/recycle all expired product and take full credit for the merchandise.

At the end of each quarter VRR will take a deduction from vendor invoices. The amount of the deduction will be equal to the total cost of product that expired during the quarter. A deduction notification email will be sent to all active Traverse vendor contacts. These notifications can also be found on the Traverse Portal at vrr.traversesystems.com.

VRR reserves the right to remove any vendor at any time from the Perishable Disposal Program.

Section 3 – VENDOR DATA GUIDELINES

3.1 Data Submission Timing & Method

Complete product data, meeting all requirements detailed below, and a narrowed product catalog must be received by the vendor submission deadline: Merchandise Managers attend line previews and turn in data before order submission deadlines. Data is to be submitted directly to the Merchandise Manager using the VRR Data Build Sheet available on www.vailresortsretail.com/pages/vendors. When possible, U.S. and Canadian data should be submitted on the same build sheet.

3.2 Data Submission Format & Scope

Complete product data, which facilitates VRR's ability to correctly order and identify product, must be provided. Your merchant will direct you toward the appropriate level of data requested for the build sheet. Each high-level bullet point must be delimited into its own cell/column. For some product types, additional or fewer data points will be required and will be detailed in a request from a member of the VRR team.

- UPC/EAN/GTIN –
 - Numeric, 8-15 digits
 - 12-digit, UPCs preferred;
 - If your brand has both EANs and UPCs, send only UPCs.
 - If your brand has both shortened UPCs (8 digits) used for tagging; include both the shortened 8-digit UPC and the full 12-digit UPC.
 - UPCs must include valid check digit.
 - Include all leading zeros;
 - UPCs must be 12 digits.
 - EANs must be 13 digits.
 - GTINs must be 14 digits.
 - UPCs must be specific to the product they are first assigned to and cannot be re-used in future seasons for different product.
- Style Number/Part Number/Model Code –
 - Alphanumeric, 1-15 characters
 - Model level (not color/size/dimension specific) product identifier.
 - If letters are present in style number, they must be in all caps.
- Item Description –
 - Alphanumeric, 1-30 characters
 - Item name as listed on customer-facing websites (no abbreviations, truncations, or shortened descriptions)
- Extended Item Description –
 - Alphanumeric, no max
 - Intended for use on customer-facing ecommerce websites. Usually a couple of sentences.
- Product size code –
 - Alphanumeric, 1-15 characters
 - Examples: S, M, L, 215cm, One, etc.
- Product size number –
 - Numeric (real), no max
 - NRF size code
- Product size description –
 - Alphanumeric, no max
 - Examples: Small, Medium, Large, 215cm, One Size, etc.

Section 3 – Data Guidelines (continued)

- Product dimension or additional size code –
 - Alphanumeric, 1-15 characters
 - Examples: pant length (S, R, L), waist size (30, 36) shoe width (M, W), snowboard width (Wide), etc.
- Dimensions or additional size description–
 - Alphanumeric, 1-15 characters
 - Examples: Short, Long, Regular, Wide, Din, brake width, etc.
- Product color code –
 - Alphanumeric, no max
 - Example: JK3, FGY
- Product color number -
 - Numeric, no max
 - Examples: 100, NRF color code
- Product color description –
 - Alphanumeric, no max
 - Full length color description as listed on customer-facing websites
- Color family –
 - Alpha, no max
 - Examples: TNF Black = “Black”, Cosmos = “Blue”
- Case cost (if UPC is for a case or pre-pack) –
 - Numeric (real), 1-14 digits
- Wholesale cost (if UPC is not a case or pre-pack)–
 - Numeric (real), 1-14 digits
- Prices–
 - MSRP
 - MAP Pricing (if applicable – required for ski and snowboard vendors)
 - Effective date of pricing (for carry-forward items). This is usually the ATS date.
- Vendor Part Number –
 - Alphanumeric, 1-15 characters
 - UPC-Level part number used on orders, pack slips, and ASNs.
- Manufacturer Part number –
 - Alphanumeric, no max
- Pre-pack Information (if UPC is for a case or pre-pack)–
 - Alphanumeric, no max
 - Include individually saleable quantities within the pack: 3 pack, 12 bars, etc.
 - If assorted packs, provide UPC for the case pack, individual UPCs for each saleable item within the pack, and quantity break out by individual UPC.
- Available Date –
 - Date, 1-10 digits
- Product type/category/hierarchy description –
 - Alpha, no max
- Gender –
 - Alpha, no max

3.3 Data Changes

Changes to the data (additions, changes to the line) are to be communicated as soon as they are made in the same format and method above.

Section 4 – EDI - ELECTRONIC DATA INTERCHANGE

4.1 EDI Status

All US and Canadian VRR vendors are required to trade documents via EDI. If you are not EDI capable, please pursue an exception-based approval with your Vail Resorts Retail Divisional Merchandise Manager.

4.2 EDI Documents

The following EDI document types are supported by Vail Resorts Retail through SPS Commerce. **All EDI vendors are required to trade all documents listed below for EDI orders.** Document specifications with all requirements are available on the SPS Vendor Portal.

- 850 Purchase Order
- 855 Purchase Order Acknowledgment
- 860 Purchase Order Change/Request for Cancel
- 856 Advanced Shipment Notice
- 810 Invoice
- GS1 Barcode Label

Vail Resorts Retail SPS Commerce Vendor Portal

<https://community.spscommerce.com/vail-resorts-retail/>

4.3 EDI Requirements

Vendors that have completed testing and are actively using EDI with SPS Commerce must adhere to the following requirements:

EDI 855 PO Acknowledgement

- The initial PO Acknowledgement must be received by VRR within 2 business days from the receipt of the order.

EDI 856 Advance Shipment Notice

- All data fields must be accurate to the requirements listed in the EDI specification documents available on the SPS Vendor Portal.
- Must be transmitted and cleared by SPS at the time shipment is tendered to the carrier.
- All information on the 856 must match the GS1 Label as well as what is packed in the cartons.
- ASN must include accurate information as required in the specs including carrier, tracking, PRO, BOL, etc.
- ASN data must match the data sent on the PO document including accurate data for the following fields: UPC, Ship To location, Mark For location
- For Multi-Store orders (SDQ), we must receive one (1) 856 ASN per Mark For location.
- If a shipment for a single Mark For location contains more than one carton, send only one ASN per shipment. Do not send one ASN for each individual carton within a shipment.

EDI 810 Invoice

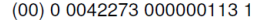
- All data fields must be accurate to the requirements listed in the EDI specification documents available on the SPS Vendor Portal.
- Must be sent within 2 business days from the day shipment is shipped.
- Do not submit duplicate 810 Invoices.
- Invoice data must match the data sent on the PO document including accurate data for the UPC field.
- VRR must receive one (1) 810 Invoice for each 856 ASN. Multiple ASNs cannot be combined onto one 810 Invoice.

Section 4 – EDI - ELECTRONIC DATA INTERCHANGE (continued)

GS1 Label

- All shipments arriving at the VRR DC must have properly formatted and scannable GS1 labels.
- Each GS1 label must have a unique SSCC barcode. SSCC barcodes cannot be duplicated across the same or different shipments.
- Every carton must have a Unique GS1 label.
- Contact RetailVendorRelations@vailresorts.com for any questions related to GS1 Label format or format approval.

SSCC-18 / GS1-128 Carton Label
"Illustration not to scale"
Actual size = 4"x6"

A	Ship From:	Ship To:	B
C	Ship To Postal Code (420) 84119	Carrier: PRO#: B/L Number:	D
E	Contents: PO Number: 123456-00 UPC#: 123456789012 (or "mixed") SKU#: 150675 (or "mixed") Carton Quantity: 12 each (or "mixed")	Number of cartons: 1 of XXX Carton Weight: 10 lbs. Size: Large (or "mixed") Color: White (or "mixed") Vendor Part #: 2112313 (or "mixed")	
F	(92) 10001	Mark For: 116	G
H	Serialized Shipping Container Barcode  (00) 0 0042273 000000113 1		

4.4 SDQ (Multi-Store PO) and Blanket/Release EDI POs

- Merchant will notify vendor if Vail Resorts desires to test for these PO type capabilities.
- Vendor must undergo additional testing for approval that all requirements are met.
- Additional requirements for SDQ and Blanket/Release EDI PO types:
 - EDI 856 Advance Shipment Notice
 - Vendor sends 1 ASN per Store Breakout/Mark For location
 - Vendor sends ASNs at the time shipments depart from the vendor's warehouse
 - EDI 810 Invoice
 - Vendor submits 1 invoice per ASN
 - Vendor sends invoices with 2 business days of the shipments departing from the vendor's warehouse
 - Packing Guidelines
 - Vendor cannot mix multiple Store Breakouts/Mark For locations in the same carton
 - Do not combine multiple Purchase Orders in the same carton
 - Cartons should be packed in a mixed UPC format
 - Other
 - All items must be pre-ticketed unless exceptions have been granted
 - Purchase Order number on return documents (810, 855, 856) must match exactly

Section 4 – EDI - ELECTRONIC DATA INTERCHANGE (continued)

4.5 Vendor Coaching

In the case Vail Resorts Retail has to perform multiple unplanned services on EDI documents that are not sent according to the specifications listed on the portal, VRR will require a vendor coaching session with the Retail Vendor Relations Manager and the VRR EDI Supervisor. If improvements are not made through coaching, the vendor will be required to recertify through SPS Commerce at the vendor's expense.

All unplanned services performed on EDI documents will be subject to Unplanned Service Fees.

Section 5 – PURCHASE ORDER GUIDELINES

5.1 Accurate Purchase Order Numbers

A valid seven-digit VRR purchase order number must be included on all paperwork associated with packaging, shipment, and invoicing of merchandise for a shipment to enter a VRR DC. Shipments without PO numbers or shipments with invalid PO numbers will not be accepted by VRR and will be returned to the vendor.

5.2 Multiple Shipments on a Purchase Order

Multiple shipments on a purchase order create delays in receiving and invoice payment as well as additional freight and labor costs for VRR. Please ship POs as complete as possible. VRR will accept a maximum of three (3) shipments per PO.

5.3 Early / Late Shipments

Any adjustments to the original ship or cancel date must be via email (Non-EDI) or through the EDI 860-PO Change request (EDI). A verbal approval is not sufficient for changes to the purchase order. The vendor must contact the buyer on the PO for pre-approval in the event an early or late shipment of merchandise to VRR distribution centers is anticipated.

Shipments sent by the vendor after the designated cancel date will be automatically returned to sender.

5.4 Multiple Purchase Orders in One Carton

Multiple POs in a single carton unnecessarily complicates the VRR receiving process. Each PO must be packaged in separate cartons.

5.5 Order Accuracy

All changes to any aspect of the PO must be via email (Non-EDI) or through the EDI 860-PO Change request (EDI). A verbal approval is not sufficient for changes to the purchase order. Unauthorized substitutions, overages, and items not ordered may be returned to the vendor. All pricing on the invoice must match the pricing on the purchase order. Inaccuracies may result in Unplanned Service Fees.

5.6 Return Authorizations for items not ordered

If an RA is required to return unauthorized product, it must be issued within 5 business days. Freight charges will be billed to VRR freight accounts and freight charges will be billed back to the vendor. We will not accept call tags for returns.

5.7 Purchase Order Delay, Termination, Cancellation

Vail reserves the right at any time without cause to delay, terminate, or cancel all or part of any undelivered or unperformed portion of a PO by notice to vendor. Upon receipt of such notice, Supplier shall immediately stop delivery or work on the portion of the order terminated or canceled. If Vail cancels a PO, Vail agrees to pay Supplier for all (i) approved services rendered by Supplier; and (ii) all finished goods shipped to Vail prior to the effective date of cancellation. Vail will have no other liability arising out of cancellation of the PO.

Section 5 – PURCHASE ORDER GUIDELINES (continued)

5.8 Vendor-Provided Fixtures

All vendor-branded or vendor provided fixtures must be approved by the merchant and visual merchandising prior to shipping. Vendor fixtures should be shipped Direct to the Store and freight charges should be paid in full by the vendor. Tracking information needs to be provided to the merchant team prior to shipping.

Section 6 – TICKETING GUIDELINES

6.1 Ticketing Guidelines

All product must arrive at the VRR distribution centers pre-tagged with pricing and a scannable UPC barcode ticket affixed to each item. The following information must be included on the ticket to ensure items can be easily identified by the warehouse and the customer.

- UPC or EAN
- Scannable barcode
- Vendor style or model number
- Vendor color code
- Vendor size
- Vendor dimension (if applicable)
- Price - The price on ticket must match the price submitted on the PO received from VRR.

Any vendor that cannot pre-ticket all items must be approved for exemption prior to being set up. This can be requested by contacting RetailVendorRelations@vailresorts.com.

6.2 Tag Placement

Tags must be affixed on the physical product. Tags should not be placed on the protective packaging meant for shipping (boxes, inner pack bagging, etc.) as these items are not displayed in the plastic in stores.

Pre-Approved Display Priced Merchandise

Some merchandise is displayed with price at the store and only requires a UPC barcode on the product. Retail price will be on the display. Examples include:

- Pre-Approved Hardgoods
- Footwear

Hard-to-Ticket, Bulk-Type Merchandise

Some merchandise is either too small to facilitate a ticket or is displayed in a bulk-type container. These items are allowed to be display priced and require a human-readable barcode and retail price displayed somewhere on the item or display. Examples include:

- Lip-balm
- Hand warmers
- Small items displayed in a container

SKIS/SNOWBOARDS - Must be tagged on the back side of the tips (top of the ski) underneath the plastic.

APPAREL - The decision on where to place the ticket is left to the supplier who knows their product and will place the ticket where it is safe for the garment and is easily visible to the warehouse and the customer. The ticket must be applied to the physical product and not the protective packaging as these items are not displayed in the plastic in stores.

GOGGLES/HELMETS - Must be double tagged. One tag on the customer-facing exterior of the display box and one tag on the vendor's hang tag affixed to the strap of the product.

ACCESSORIES - Place tickets neatly on the product in a location that does not obscure product information or detract from the item itself. The placement of tickets should be consistent between identical or similar products.

Section 6 – TICKETING GUIDELINES (continued)

LOGO - Some product is ticketed by our VRR authorized embroiderer and does not require pre-ticketing from the vendor. All other product that is embroidered or logoed by the vendor should have tickets placed on the product in a location that does not obscure product information or detract from the item itself.

BIKES - Must be double tagged with one ticket on the outside of the box near the product information label and one ticket placed inside the box to be used when the bike is built at the store.

6.3 VRR TICKET SUPPLIERS

For vendors who do not have UPC and pricing on their products, the below companies are suppliers of tags and hangtags for VRR.

Fineline Technologies

- Two-day order turnaround from their production facilities in the US, Canada, and Asia.
- Order tracking tools so you can track the progress of your order
- To register, visit <http://www.finelinetech.com>
 - USA Orders: 1-800-500-8687
 - CAN Orders: 1-800-268-7195
 - VRR Representative: Cassie McCann
 - cmccann@finelinetech.com
 - US - support@finelinetech.com
 - CAN - support@finelinetech.ca

Velocity Group Int'l

- Two-day order turnaround from their production facilities in the US & Asia.
- Order tracking tools so you can track the progress of your order.

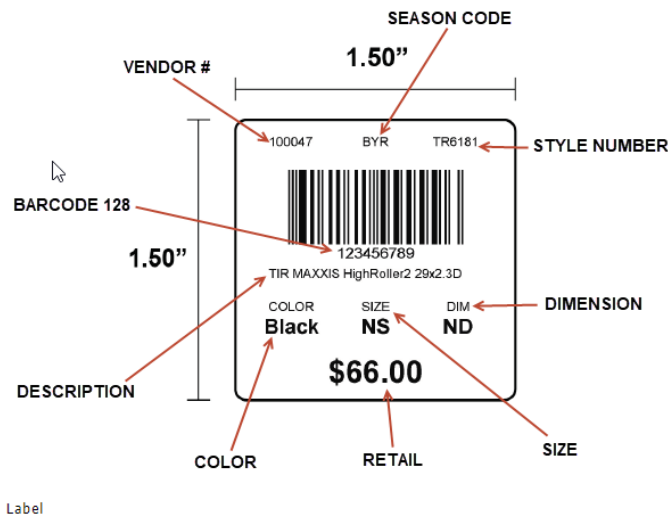
To register, visit <https://velocitygroupintl.com>

USA Orders: 877-750-3390

VRR Representative: Alex Keo

akeo@velocitygroupintl.com

support@velocitygroupintl.com



Section 7 – PACKING SLIP GUIDELINES FOR NON-EDI VENDORS

7.1 Non-EDI Vendors - Packing Slip Guidelines

A master packing slip must be included for each purchase order.

- One (1) copy of the packing slip must be included in a plastic “Packing Slip Enclosed” pouch.
- The plastic packing slip pouch must be adhered to the lead carton of each separate purchase order.
- Do not adhere the packing slip itself to the cartons / packages.
- Do not place master packing slips inside cartons / packages unless clearly noted “PACKING SLIP ENCLOSED”.

Packing slip must include the following information:

- Valid seven-digit VRR purchase order number
- Vendor name
- Vendor order number
- Date shipped
- Accurate quantity shipped detail summarized by item/style
- Shipment tracking number(s) or Bill of Lading number

7.2 Non-EDI Vendors – Packing Slip Email Notification

A paper copy of the master packing slip must be included in the shipment and emailed to the appropriate VRR Distribution Center at the time the shipment is tendered to the carrier. The SUBJECT of the email must include the vendor name and the PO number. VRR Distribution Center Packslip Email Addresses:

DC908 – VRRpackslip908@vailresorts.com
DC990 – VRRpackslip990@vailresorts.com
DC991 – VRRpackslip991@vailresorts.com
DC992 – VRRpackslip992@vailresorts.com
DC995 – VRRpackslip995@vailresorts.com
DC996 – 996AvonWarehouse@vailresorts.com
DC999 – 999RentalDC@vailresorts.com

7.3 EDI Vendors

A paper copy of the packing slip is not required for POs submitted via EDI.

Section 8 –PACKAGING GUIDELINES

8.1 Packing Guidelines for all VRR Purchase Orders

- Carton Weight – Carton weight should not exceed 50 pounds, unless the product itself weighs more than 50 lbs. Any item over 50 lbs. should be marked as “HEAVY”.
- Do not combine or mix multiple POs in the same carton
- All items must be pre-ticketed unless exceptions granted
- It is acceptable to pack multiple SKUs in the same carton but please consolidate same SKUs in one carton if possible.

Section 9 – LABELING GUIDELINES

9.1 Label Guidelines

Non-EDI Partners must adhere to the following shipping label guidelines:

- VRR requires that you affix a shipping label to each carton that contains the following information:
- Ship From and Ship To addresses
- Valid seven-digit VRR purchase order number
- Total number of cartons for each PO number, i.e., “1 of 3”, “2 of 3”, “3 of 3”
- Labels must be placed on the bottom right-hand corner of the box visible from the outside of the pallet.

EDI Partners - The GS1 label is required for all EDI vendors, and for every carton on an EDI shipment. Specifications are available on the SPS Portal.

9.2 LTL / Volume Load Shipments

- Total number of cartons, all PO numbers, and total number of skids must be listed on the Bill of Lading.
- If you are shipping more than one PO number in an LTL or truck load shipment, each carton must have the VALID VRR PO number visible from the outside of the pallet.
- All labels must be placed on the bottom right-hand corner of the box visible from the outside of the pallet.
- If boxes of multiple SKUs are combined on a pallet, similar SKUs must be stacked together and separated by a slip of cardboard.
- If multiple POs are combined on a pallet, they must be separated by a slip of cardboard.



Section 10 – FREIGHT TERMS

Free Freight Program – If the vendor is paying freight, the vendor can choose the carrier and is responsible for paying all freight costs. Shipments over 200 pounds/90 kilograms must be shipped LTL and delivered complete. A delivery appointment is required for all shipments on vendor carriers. Shipment details for containers need to be sent to VRR when product begins to move.

10.1 Domestic Freight Terms

- Each shipment for which VRR is responsible for payment of freight must be shipped via the carriers listed in 'Freight Routing Instructions'.
- Freight charges may not be added to the merchandise invoice.

10.2 International Freight Terms

- **VRR Paid Freight & Customs – FCA (Vendor DC)** - Each shipment for which VRR is responsible for payment of freight must be shipped via the carrier determined in the VRR Routing Guide. All international shipments for which VRR is responsible for customs clearance must be set up through our broker, Expeditors Canada (CA) or Expeditors International (US).
- **Free Freight Program - DDP (VRR DC)** – The vendor is responsible for paying all freight costs on the vendor's freight carrier of choice. Shipments over 200 pounds/90 kilograms must be shipped LTL and delivered complete. For international shipments, the vendor is responsible for the customs clearance and all fees. Freight charges may not be added to the merchandise invoice.
- Any freight terms other than listed above must be approved for exemption prior to being set up. This can be requested by contacting RetailFreight@vailresorts.com.
- Freight charges may not be added to the merchandise invoice.

10.3 Brokerage Information for International Shipments into Canada

Each shipment for which VRR is responsible for payment of duties, taxes, brokerage, and customs fees must be set up through our broker.

International Shipments into Canada

Broker: Expeditors Canada – Vancouver Branch

Account Number: G0286833

Phone: 604-244-8543

Email: Yvr-traffic@expeditors.com

For 24/7 truck clearance where YVR is closed, send PARS request to: yggparsdocs@expeditors.com

Shipments into Canada must include the following information on all shipping documents and Customs Commercial Invoice:

- Importer of Record: WHISTLER MOUNTAIN RESORT LIMITED
- Customs Broker: EXPEDITORS CANADA – VANCOUVER BRANCH
- International Freight Terms FCA or DDP
- A valid 7-digit purchase order number
- The value listed on the Canada Customs Invoice must match the value of the purchase order
 - Any pricing variation will cause delays or rejections at the border
 - VRR will contact the shipper to confirm accurate pricing and a corrected Canada Customs Invoice must be provided within 48 hours
- Country of Origin of all goods
- Harmonized Tariff Codes for each product
- **If any of the above information listed is missing, it will cause delays or rejections at the border and can result in unplanned service fees as outlined in Section 13.**

Section 10 – FREIGHT TERMS (continued)

International Shipments into the United States

Broker: Expeditors International of Washington Inc.

24/7 PAPS Fax Line – 734-857-5153

Email: Yvr-traffic@expeditors.com

Shipments into the US must include the following information on all shipping documents and Customs Commercial Invoice:

- Importer of Record: SSI Venture LLC dba Vail Resorts Retail
- Customs Broker: EXPEDITORS INTERNATIONAL
- International Freight Terms FCA or DDP
- A valid 7-Digit purchase order number
- The value listed on the Customs Invoice must match the value of the purchase order
- Any pricing variation will cause delays or rejections at the border.
- VRR will contact the shipper to confirm accurate pricing and a corrected Customs Invoice must be provided within 48 hours.
- Country of Origin of all goods
- Harmonized Tariff Codes for each product

10.4 Container Requirements

The following information must be sent to RetailFreight@vailresorts.com for all containers shipping direct from manufacturer to VRR DCs once the product begins to move.

- Vendor Name:
- Vendor Contact Email for weekly updates:
- Shipment ID:
- Container Number:
- Ship Date:
- Port of Entry:
- Ship To Location:
- Estimated Time of Arrival (ETA) to:
- Port of Entry:
- Rail Discharge:
- VRR DC:
- List of VRR PO's:
- Total Units in shipment:
- Is product palletized or floor loaded:
- Attach a copy of the Bill of Lading (BOL)

If any of the above information listed is missing, it will cause delays or rejections at the border and can result in unplanned service fees as outlined in Unplanned Service Fees.

Canada Customs Invoice Sample

Revenue Canada / Revenu Canada		CANADA CUSTOMS INVOICE FACTURE DES DOUANES CANADIENNES		Page <input type="text"/> of <input type="text"/> de
1. Vendor (Name and Address) - Vendeur (Nom et adresse) <input type="checkbox"/>		2. Date of Direct Shipment to Canada - Date d'expédition directe vers le Canada yyyy/mm/dd		
4. Consignee (Name and Address) - Destinataire (Nom et adresse) WHISTLER MOUNTAIN RESORT VRR DC 002 1410 Alpha Lake Rd. 105 Whistler BC V01 1B1 Canada IMPORTER OF RECORD: WHISTLER MOUNTAIN RESORT (IF FCA), VENDOR NAME IF DDP.		3. Other References (Include Purchaser's Order No.) Autres références (Inclure le n° de commande de l'acheteur) MUST INCLUDE VALID 7-DIGIT PURCHASE ORDER NUMBER		
8. Transportation: Give Mode and Place of Direct Shipment to Canada TRANSPORTATION MODE & PLACE BROKER: EXPEDITORS CANADA - VANCOUVER BRANCH: ACCT#G0286833		5. Purchaser's Name and Address (If other than Consignee) Nom et adresse de l'acheteur (S'il diffère du destinataire) WHISTLER MOUNTAIN RESORT - VAIL RESORTS RETAIL		
		6. Country of Transshipment - Pays de transbordement		
		7. Country of Origin of Goods <small>IF SHIPMENT INCLUDES GOODS OF DIFFERENT ORIGIN ENTER ORIGIN CIGARS' ITEMS IN 12. SI L'EXPÉDITION COMPREND DES MARCHANDISES D'ORIGINES DIFFÉRENTES PRÉCISER LEUR PROVENANCE EN 12.</small>		
		9. Conditions of Sale and Terms of Payment (i.e. Sale, Consignment Shipment, Leased Goods, etc.) Conditions de vente et modalités de paiement (p. ex. vente, expédition en consignation, location de marchandises, etc.) INCOTERMS: FCA OR DDP, TERMS OF SALE (ex. NET 60)		
		10. Currency of Settlement - Devises du paiement USD OR CAD		
11. No of Pkgs / Nbre de	12. Specification of Commodities (Kind of Packages, Marks and Numbers, General Description and Characteristics, i.e. Grade, Quality) / Désignation des articles (Nature des colis, marques et numéros, description générale et caractéristiques, p. ex. classe, qualité)	13. Quantity (State Unit) / Quantité (Préciser)	Selling Price - Prix de vente	
	DETAILED DESCRIPTION OF GOODS, INCLUDING WHISTLER PART NUMBERS AND HS CODES		14. Unit Price / Prix unitaire	15. Total
18. If any of fields 1 to 17 are included on an attached commercial invoice, check this box Si tout renseignement relativement aux zones 1 à 17 figure sur une ou des factures commerciales ci-attachées, cocher cette case Commercial Invoice No. / N° de la facture _____ <input type="checkbox"/>		16. Total Weight - Poids total Net _____ Gross - Brut _____		17. Invoice Total / Total de la facture
19. Exporter's Name and Address (If other than Vendor) / Nom et adresse de l'exportateur (s'il diffère du vendeur)		20. Originator (Name and Address) - Expéditeur d'origine (Nom et)		
21. Departmental Ruling (If applicable) - Décision du Ministère (s'il y a)		22. If fields 23 to 25 are not applicable, check this box / Si les zones 23 à 25 sont sans objet, cocher cette case <input checked="" type="checkbox"/>		
23. If included in field 17 indicate amount: / Si compris dans le total à la zone 17, préciser (i) Transportation charges, expenses and insurance from the place of direct shipment to Canada / Les frais de transport, dépenses et assurances à partir du point d'expédition directe vers le Canada _____ (ii) Costs for construction, erection and assembly incurred after importation into Canada / Les coûts de construction, d'érection et d'assemblage après importation au Canada _____ (iii) Export packing / Le coût de l'emballage d'exportation _____		24. If not included in field 17 indicate amount: / Si non compris dans le total à la zone 17, préciser : (i) Transportation charges, expenses and insurance to the place of direct shipment to Canada / Les frais de transport, dépenses et assurances jusqu'au point d'expédition directe vers le Canada _____ (ii) Amounts for commissions other than buying commissions / Les commissions autres que celles versées pour l'achat _____ (iii) Export packing / Le coût de l'emballage d'exportation _____		25. Check (if applicable): / Cocher (s'il y a lieu) : (i) Royalty payments or subsequent proceeds are paid or payable by the purchaser / Des redevances ou produits ont été ou seront versés par l'acheteur <input type="checkbox"/> (ii) The purchaser has supplied goods or services for use in the production of these goods / L'acheteur a fourni des marchandises ou des services

U.S. Customs Invoice Sample

Customs Invoice

Exporter or Seller Shipper name & address shipper contact name/email/phone Consignee Vail Resorts Retail - DC # add full delivery address Contact: Erin Barclay, 303-870-4224, eabarclay@vailresorts.com		FOR CUSTOMS CLEARANCE NOTIFY: Expeditors International of Washington, Inc. 24/7 PAPS Fax Line - 734 857-5153	
Buyer (if other than Consignee)- IMPORTER SSI Venture, LLC dba Vail Resorts Retail 390 Interlocken Crescent, Ste 800 Broomfield, CO 80021-8052		Destination (Country): <div style="text-align: center;">U.S.A.</div>	Border crossing point:
CARRIER (Local) Point of Lading A SIT, AWS, TRUCKBILL Number		Terms of Sale: EXW U.S. Duty & Brokerage Charges For: <input type="checkbox"/> Shipper <input checked="" type="checkbox"/> Consignee <input type="checkbox"/> Other: Parties Are: <input type="checkbox"/> Related <input checked="" type="checkbox"/> Not Related Duty & Brokerage Fees Included: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Discounts Included: <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes; details attached	
Port of Entry	PURCHASE ORDER NUMBER	Invoice Date	Date of Transfer
Shipment total: # cartons # pallets		Country of origin	Exchange Rate
Description of Goods		H.S. Number	Currency of Sale <div style="text-align: center;">USD</div>
Gross Weight		Quantity/Packaging	Unit Price
Invoice Total		Total Invoice:	\$0.00
if good not sold state reason for export		Export Permit No.	
Estimated Freight Charges to Port of Exit \$ _____ to Destination \$ _____ Mode of Transportation <input checked="" type="checkbox"/> Road <input type="checkbox"/> Air <input type="checkbox"/> Rail <input type="checkbox"/> Other		Containerized <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
I hereby certify that the information given above and on the continuation sheet(s), if any, is true and complete in every respect. Give Firm Name _____ and Address if different from _____ Exporter Box above _____ Date: _____ Status _____ Signature _____ () () <div style="text-align: center;">Owner Agent</div>		To be completed by Canadian Shipper ONLY when the goods described above are of U.S. manufacture/growth. DECLARATION OF SHIPPER I declare that the articles herein specified are to the best of my knowledge and belief the growth produce or manufacture of the United States; that they were exported from the United States from the Port of _____ on or about _____ that they are returned without having been advanced in value or improved in condition by any process of manufacture or other means. Signature _____ Status _____	

Section 11 – Freight Routing Instructions

11.1 Shipment Descriptions

SMALL PACKAGE SHIPMENTS: The daily combined weight of all packages to a single ship-to location **under 200 pounds/90 kilograms**.

FedEx Ground - Third Party Bill

- The VRR Third Party Bill Account Number is required on all FedEx Ground shipments.
- **Ship From inside US - FedEx Ground Account Number 3673-1327-7**
- **Ship From inside Canada - FedEx Ground Account Number 8641-3826-8**
- The VRR purchase order number is required in the first reference field.
- The FedEx tracking number listed on ASN must be linked to all tracking numbers in the shipment as a Master Tracking Number.
- Do NOT enter a declared value.
- Shipments that are upgraded from Ground to Express need to be pre-approved in writing. This can be requested by contacting RetailFreight@vailresorts.com.

LTL AND VOLUME LOAD SHIPMENTS: The daily combined weight of all packages to a single ship-to location **over 200 pounds/90 kilograms**.

ArcBest TMS Portal <https://arcbest.mercurygate.net/MercuryGate/login/mgLogin.jsp>

- Login credentials for the ArcBest TMS portal are available by sending an email request to: vailresortsretail@arcb.com
- Login to the ArcBest TMS portal 48 hours prior to shipping with the following information:
 - Number of pallets and dimensions
 - Accurate Total Weight
 - Carton Count
 - Origin Zip Code
 - Contact Information
 - Hours of Operation
 - Destination VRR Distribution Center
 - List of all Purchase Orders
 - PO Cancel Dates
 - Commodity
 - Be aware the system will default the payment terms to collect. DO NOT CHANGE THE TERMS. Once the shipment is booked in the TMS portal, terms will be updated to prepaid.
- Once the shipment is booked through the TMS, you will receive the Bill of Lading and assigned carrier in a shipping notification email from vailresortsretail@arcb.com
- The TMS supplied BOL is required for shipment of the goods. Do not create your own BOL.
- If at any time you are in need of assistance with the booking/shipping process, please reach out to the dedicated ArcBest Planning Analyst at vailresortsretail@arcb.com

Section 12 – RECEIVING FACILITIES/SHIP-TO-ADDRESSES

12.1 Receiving Facilities / Ship-To Addresses

The VRR Ship-To location will be listed on the original purchase order contract. Always follow the Ship To location listed on the PO contract.

VRR DC 908 (Liftgate Required)

196 Shady Lane
Stateline, NV 89449
Phone: 775-586-6103

908warehouse@vailresorts.com

VRR DC 990 (Liftgate Required)

316 VT 100
West Dover, VT 05356
Phone: 802-464-4241

990warehouse@vailresorts.com

VRR DC 991 (Liftgate Required)

5402 Mountain Road
Stowe, VT 05672
Phone: 802-253-3674

991warehouse@vailresorts.com

VRR DC 992

1410 Alpha Lake Rd, Unit 105
Whistler BC, V8E 0J3
Phone: 604-938-0223

992warehouse@vailresorts.com

VRR DC 995

16303 East 32nd Avenue #20
Aurora, CO 80011
Phone: 720-462-6887

995warehouse@vailresorts.com

VRR DC 996

950 Nottingham Road
Avon, CO 81620
Phone: 970-306-0301

996AvonWarehouse@vailresorts.com

VRR DC 999 - Rental Warehouse

950 Nottingham Road
Avon, CO 81620
Phone: 970-306-0301

999RentalDC@vailresorts.com

Section 13 – INVOICE GUIDELINES

13.1 Invoice Guidelines

- Invoices are to be sent within 2 business days (48 hours) from the shipment date of product.
 - All **Non-EDI** invoices must be emailed to:
 - US vendors: retailap@vailresorts.com
 - Canada vendors: retailapCAN@vailresorts.com
 - All **EDI** orders require an 810-Invoice file to be submitted to our EDI trading partner, SPS Commerce.
- Do not submit duplicate invoices.
- Each shipment is to be invoiced individually with correct shipped quantities.
- Submit one invoice per shipment/ASN:
 - Do not combine multiple shipments/ASNs on an invoice.
 - Do not combine multiple POs on an invoice.
 - Do not send multiple invoices for one shipment/ASN.
- Invoice prices are to reflect the price on the Purchase Order(s).
- The invoice due date and discount are to reflect the Purchase Order terms.
- Invoice(s) are required to include only items shipped; Do not include backordered items not yet shipped.
- No Freight Charges should be added to Invoice(s)
- US invoice(s) – Do not include sales tax on invoice
- Canada invoice(s) – GST must be itemized as a separate line item on invoice

EDI Vendors are to send an invoice for all EDI orders as an EDI 810-Invoice.

- Do not email any manual hardcopy invoice(s) submitted via the EDI 810-Invoice file.
- All 810-Invoice data fields are to meet required guidelines listed in the EDI specification documents available on the SPS Vendor Portal.
- Document Specifications with all guidelines are available on the SPS Portal.
<https://community.spscommerce.com/vail-resorts-retail/>

Non-EDI Vendors are to send invoice(s) for all non-EDI orders via email for each individual invoice in a .PDF or .Tiff file format. Do not submit multiple invoices on one PDF/Tiff file.

- The email subject line must contain “Invoice”.
- Invoices must be an attachment in .Tiff or .PDF format. Invoices submitted in the body of the email will be rejected.
- All Non-EDI invoice(s) are to include the following:
 - Invoice Number
 - Invoice Date
 - Seven-digit valid VRR Purchase Order Number
 - Vendor Order Number
 - Carton / Package count
 - Description of merchandise
 - Unit of measure (each, dozen, gross, etc.)
 - Accurate quantity per item shipped
 - Accurate total number of units shipped
 - Payment terms; allowable discounts should be noted separately in payment terms

13.2 Invoices Containing Freight Costs

All freight costs included on merchandise invoices will be short paid without notification to the vendor. Any freight charges that VRR is expected to pay should be third-party billed to VRR freight accounts. All freight accounts are listed in the ‘Freight Routing Instructions’ unless a special freight program is in place. All special requests should be sent to RetailFreight@vailresorts.com

Section 14 – UNPLANNED SERVICES AND FEES

14.1 Unplanned Services and Fees

When there are problems with a vendor shipment, the VRR DC may perform unplanned services to successfully receive products into inventory. This may cause costly delays and affect the ability to sell products. The VRR DC will perform the necessary unplanned services to keep the inventory flowing through the supply chain. VRR will be charging unplanned service fees to recover costs for performing these services.

The Traverse Systems Web Portal can be utilized to access the current version of the VRR Vendor Agreement, obtain detail and photos on any unplanned services performed by VRR, and view documentation on all fees issued. If you feel you have received an invalid fee, you may dispute the chargeback through the Traverse Systems Web Portal.

Traverse Systems Web Portal - Vrr.traversesystems.com

For your first time logging in or if you forgot your password, select 'Reset Password' and follow the prompts.

Fee #	Unplanned Service Description	Fee Amount
DATA01	Data Submission Error Correction	\$100
DATA02	Data changes not submitted to VRR	\$100
EDI01	No 856-ASN at time of receipt	\$250
EDI02	Inaccurate 856-ASN Fields	\$250
EDI03	Multiple POs/Mark For Sent on single ASN	\$250
EDI04	856-ASN quantity exceeds quantity on the PO	\$250
EDI05	856-ASN data does not match data submitted	\$250
EDI06	Multiple ASNs Sent for single shipment	\$250
EDI10	855-PO Acknowledgement missing	\$100
EDI11	855-PO Acknowledgement Late >2 days	\$100
EDI14	Carton ID Not On 856-ASN	\$250
GS101	GS1-128 Label Does Not Scan	\$100 per PO + \$10 per carton
GS102	GS1-128 Label Format Error	\$100 per PO + \$10 per carton
GS103	GS1-128 Label Missing/Error	\$100 per PO + \$10 per carton
GS104	Duplicate SSCC Carton ID Used	\$100 per PO + \$10 per carton
GS106	Pallet Not Stacked Properly/Labels Face Out	\$250
INV01	Invoice Duplicate - Sent more than once	\$100
INV02	810-Invoice processed manually	\$100
INV03	PO Not Listed/Invalid on Invoice	\$100
INV04	Multiple Non-EDI invoices combined in one .pdf/.tiff	\$100
INV05	Invoice sent in incorrect format (.pdf/.tiff)	\$100
INV06	Freight charges added to invoice	\$100
INV07	Price on receiver does not match price on invoice	\$100
INV08	Units on receiver does not match units on invoice	\$100
INV09	Discount on PO does not match discount on invoice	\$100
INV10	810-Invoice has incorrect vendor number	\$100
INV11	Sales Tax included on Invoice	\$100

INV12	GST not included on invoice	\$100
INV13	GST line not broken out on invoice	\$100
INV14	Invoice does not contain all required information	\$100
INV15	Late Invoice-Not sent within 2 business days of receipt	\$100
INV16	Invoice Due Date does not match terms on PO	\$100
INV17	Multiple Shipments/ASNs combined on one invoice	\$100
INV18	Invoice does not contain carton count	\$100
INV19	Invoice does not contain total units shipped	\$100
INV20	Non EDI order sent 810-Invoice	\$100
PROC01	No UPC on product	\$100 per PO + \$0.50 per unit
PROC02	No Price on product	\$100 per PO + \$0.50 per unit
PROC03	Missing tags	\$100 per PO + \$0.50 per unit
PROC04	Incorrect price on tag	\$100 per PO + \$0.50 per unit
PROC05	Incorrect tag on product	\$100 per PO + \$0.50 per unit
PROC06	UPC does not scan/UPC not in system	\$100 per PO + \$0.50 per unit
PROC07	Short-Pckslp Inaccurate to Box Content	\$100 per PO + \$5 per unit
PROC08	Over-Pckslip Inaccurate to box content	\$100 per PO + \$5 per unit
PROC09	Overage-Vendor shipped more than on PO	\$100 per PO + \$5 per unit
PROC10	Overage-Product shipped that was not on PO	\$100 per PO + \$5 per unit
PROC11	Missing/Incorrect Logo on Product	\$250
REC01	Late Shipment - Arrived Past Cancel Date	\$250
REC02	PO Not Listed on Shipment	\$250
REC05	Shipped to wrong location	\$250
REC06	Multiple POs packaged together	\$250
REC08	Cancelled Order	\$250
REC09	Duplicate Shipment	\$250
REC10	Invalid PO Number	\$250
REC11	Packslip not included with shipment	\$250
REC14	Pallet Contents Broken Down Before Delivery	\$250
RTV01	RA Not Issued Within 5 Business Days	\$250
TRAN01	Declared Value added to shipment	\$100
TRAN02	Unauthorized charges to VRR Account	\$250
TRAN03	Used incorrect carrier for weight break	\$250
TRAN04	Unauthorized shipping upgrade	\$100
TRAN05	Weight & Research Adj. Charge	\$100
TRAN06	BOL missing PO Numbers	\$100
TRAN07	Did not utilize Transportation Mgmt System	\$250
TRAN08	Did not utilize BOL provided by TMS	\$250
TRAN11	Inaccurate Customs Documents	\$250
TRAN12	Customs Documents Missing Information	\$250
TRAN13	VRR had to file a post-entry correction with Customs	\$250
TRAN15	More than 3 shipments on a PO	\$250
TRAN16	No Carrier Delivery Appt Prior to Delivery	\$100
TRAN17	No Prior Notification of Container Delivery	\$100

Section 15 – VRR CONTACT INFORMATION

15.1 General Retail Vendor Agreement Questions

Vail Resorts Retail Vendor Relations Team

Email: RetailVendorRelations@vailresorts.com

15.2 Transportation or Routing Questions

General Transportation Questions

Email: RetailFreight@vailresorts.com

ArcBest TMS Portal

<https://arcbest.mercurygate.net/MercuryGate/login/mgLogin.jsp>

ArcBest – VRR LTL/Truckload Questions

Email: vailresortsretail@arcb.com

15.3 Electronic Data Interchange (EDI) Questions

VRR SPS Commerce Vendor Portal <https://community.spscommerce.com/vail-resorts-retail/>

Phone: 888-739-3232

Email: support@spscommerce.com

VRR EDI Department

Email: VRREDI@vailresorts.com

15.4 VRR Accounts Payable Department

Email: RetailAP@vailresorts.com

Email: RetailAPCAN@vailresorts.com

15.5 Buyer Contacts

Send all data-related communications to retailproductdata@vailresorts.com

Terri Saeed- Senior Director: Softgoods - TSaeed@vailresorts.com

Categories: Softgoods, Apparel, Softgood Accessories, Logo, & Footwear

Jason Watts - Senior Director: Hardgoods - jwatts@vailresorts.com

Categories: Hardgoods, Winter Hardgood Accessories, Bike, & Outdoor

Nate Giska - Director: Partner Doors – Ngiska@vailresorts.com

Categories: Partner Doors

COMMITMENT TO ZERO

In 2017 we announced Commitment to Zero: a bold goal to reach a zero net operating footprint by 2030 through zero net emissions, zero waste to landfill, and zero net operating impact on forests and habitat.

Climate change is one of the most serious issues facing not only the ski industry, but the world. As a company that operates in the great outdoors, we have a special responsibility to do our part. One of the benefits of our integrated network is that we're able to consistently collaborate across all resorts to share learnings and make collective progress.

Commitment to Zero is a company priority— not just for our sustainability team, but for all team members. That's a position we've taken as a company, our sustainability commitment is a leading factor in the operational decisions we make and is something we consider to be always true.

If you're not setting goals so big that initially you're not sure how you'll reach them, they're not big enough to solve climate change.

- Kate Wilson
Senior Director of Sustainability



BY 2030

1

ZERO NET EMISSIONS

2

ZERO WASTE TO LANDFILL

3

ZERO NET OPERATING IMPACT ON FORESTS AND HABITAT

For the latest information on our Commitment to Zero, please visit <https://www.vailresorts.com/epicpromise/sustainability/>