**ToyRUs.com Dropship Operations Manual**

Toysrus.com has partnered with Logicbroker, a best-in-class dropship enablement provider to power the dropship experience on our site.

Logicbroker will serve as the connector between toysrus.com and you, the dropship provider. You will connect your supply chain systems to Logicbroker via SFTP, AS2, or AP. Alternatively, you can also choose to not connect and to manage all your orders in the Logicbroker portal.

For more information on Logicbroker:

[https://toysrus.logicbroker.com/hc/en-us](https://urldefense.proofpoint.com/v2/url?u=https-3A__toysrus.logicbroker.com_hc_en-2Dus&d=DwQFAg&c=euGZstcaTDllvimEN8b7jXrwqOf-v5A_CdpgnVfiiMM&r=HsM4I6daJnZ6R8BMQI8dKi8vvBmYN4cFjOtpVMzLnGo&m=NALNrEA7o7HPtCc3y9-NDZj23-VycQI4B3R77GnuBPI&s=WP6CH0vDjQVayYkfJePmmV7V42HK21AicdeYuqE6roY&e=)

Once you are ready to connect with Logicbroker please advise your TRU+ Merchandising contact and an invitation to begin the onboarding process will be sent

If you choose to connect directly with Logicbroker then you will be exchanging the following documents

* + Product feed – from dropship provider to toysrus.com
    - Minimum requirements to be published to the website include.
      * Title
      * UPC
      * Description
      * Brand
      * Manufacture name
      * Manufacture sku
      * Min order quantity – usually 1
      * Step quantity – usually 1
      * Image 1 to 5 as a 1000x1000 on a transparent background
        + Important: Images need to be provided as a public URL and not as an actual image file
      * Cost
      * MSRP
  + Inventory – from dropship provider to toysrus.com
    - Can be updated as frequently as every 15 minutes.
  + Order Information
    - Order – from toysrus.com to dropship provider
    - Order Acknowledgement – from dropship provider to toysrus.com
    - Shipment advice – from dropship provider to toysrus.com
  + Returns
    - Return create – toysrus.com to dropship provider.
    - Return receipt – dropship provider to toysrus.com.
  + Optional
    - Additional attributes to support filter refinement

**General Business Requirements**

**Order Preparation and Shipping:**

All dropship providers will be responsible for the following as it relates to order fulfilment and item cost should be inclusive of any processing expense related to preparing the item for shipment, excluding shipping.

* Picking and packing the order in a manner and with packaging that minimizes shipping costs and adequately protects the contents of the package. When possible, the use of environmentally friendly packaging materials is preferred.
* When packaging multi-unit orders please adhere to the following guidelines
  + All items must ship in packaging that completely encloses the item and at a minimum use a 32 ECT single wall box.
  + Length (longest side of the package) plus girth [(2 x width) + (2 x height)] combined **should not** exceeds 130 inches or its length **should not** exceed 96 inches.
  + Overall package weight **should not** exceed 49 lbs.
  + If an item ships in its own container (i.e., is not shipped with additional corrugate packaging) it must conform to all shipping guidelines. If it does not, then the item will need to be over boxed prior to shipping.
  + All deviations from these standards must be approved in writing by TRU+
  + Failure to meet these standards my result in a charge back equal to the greater of the cost of the shipment or the additional handling costs levied by the carrier.
* Use of an approved ToysRUs.com branded packing list.
* No additional promotional materials should be included with the shipment unless previously approved in writing by TRU+.
* Definition of the service levels to be offered (i.e., ground, 3-day, 2 day, overnight)
* Use of TRU+ supplied UPS account number for toysrus.com shipments
* A shipping confirmation with the tracking details will be transmitted to Logicbroker and toysrus.com will notify the customer that their item has shipped.
* Additional alerts for select carries will be sent to the customer advising them of any delays, when the order is out for delivery, delivered.

**General Shipping Guidelines**

**Customer Service:**

ToysRUs.com will provide customer care services at no cost to the dropship provider. This customer care will include:

* Product information inquiries
* Order Updates
* Returns
* Etc.

All dropship providers will be required to provide a customer service contact who can provide status updates on customer orders and returns, and product information. A toysrus.com customer care representative will reach out to your designated contact when they are unable to provide the customer with the requested information related it an item you fulfill.

We ask that all customer service inquiries be returned within 1 business day.

**General Customer Service Guidelines**

**Refunds on damaged/defective/missing item(s)/missing order**

**Procedure:** Prior to refunding the customer on a damaged/defective complaint, please run a check based on:

Address

Phone number

First and Last Name

**Complaints (Damaged/Defective/Non-Receipt) Policy:**

* All complaints must be submitted with 30 days of delivery (45 days from Ship date) – Now through Holiday
* Holiday timeframe will have an expanded return window.
* Credit to be issued when merchandise is received at the warehouse and confirmation is sent toysrus.com.

**Common Issues/Policies**

Non-Receipt Complaints: Tracking Status: “In Transit” or “Label Created”

* Regular/Premium/Express Shipment: On the first email, customer is advised to wait at least 14 days after the last tracking update.

Items Missing in a Package Complaints or Non-Receipt with Tracking Status “Delivered”

* Review guideline: If 3 or more instances of complaints by the same customer are identified over a 6-month time frame, then the customer is denied the request. An email is sent to the customer advising them of this decision.

Damaged/Defective/Wrong Complaints

* Customers are advised to return their Damaged/Defective/Wrong merchandise. No Exceptions

Price Adjustment Policy

* Merchandise on Sale
  + If an item goes on sale, customers have 10 days from order placement to qualify for a price adjustment.
  + Prior sale prices are not matched as sales is considered over.
* Competitor price match – we do not price match competitors

**Returns/Damages/Lost/Missing Shipments**

Toysrus.com will facilitate the returns process and will provide the customer with the shipping instructions and the return label(s)

* Dropship provider is responsible for any expense (excluding shipping) related to returns including receiving, verification, and disposition.
* Exchanges are currently not supported, just return and reorder.
* TRU currently supports returns through UPS only.
* Dropship provider will confirm electronically the contents of the package and the quantity returned.
* TRU will then refund the customer and deduct the cost of the product from a future invoice.

**Service levels**

* Order Acknowledgement 1 business day – if supported
* Process and ship in 2 to 3 business days after order received.
* Shipment confirmations – 1 business day
* Return confirmation – 5 business days after return received.

**Item Setup**

In addition to the minimum requirements to set up an item, the toysrus.com digital merchandising team will work closely with you to discuss best practices relating to:

* Product title
* Images
* Videos
* Product descriptions
* Features

They will also work with you to understand each product category including:

* Key features that are important to the buying process
* How customers search for and discover products
* Important attributes to help customers narrow their searches.
* Age grading

**Marketing/Brand Pages/Buying Guides/Product Content**

Throughout the year there will be multiple opportunities to have your brands/products featured across our various customer touch points including

* homepage placement
  + Feature (A spot) to support key product launches and promotions.
  + Featured Brands
  + Trivia
* Play Resource Center – One stop resource for parents to find toys across key play patterns.
  + Featured products.
  + Branded buying guides for key product categories
* Brand Pages
  + Once stop shop for all product for a particular brand
  + Content
    - Videos
    - Activities
    - Buying guides
* Email – 2 to 3 opportunities per week to be featured in emails.
* Social

**Promotions**

Toysrus.com has the capability to support most promotions including:

* Timed temporary strike trough pricing on product pages.
* In cart pricing
* Buy more save more.
* BOGO
* Buy X get Y

Toysrus.com will have multiple opportunities throughout the year to participate in promotional activities to drive sales. These promotions are supported through marketing that includes:

* Home page placement in the hero spot
* Minimum of 2 emails per week
* Social media

If you are interested in participating in these events, please contact the ToysRUs.com merchandising team.

**Product Safety**

**PFAS**

TRU+ requires that all products we sell to be free from all forms of Perfluoroalkyl or polyfluoroalkyl substances (PFAS)

"Perfluoroalkyl or polyfluoroalkyl substances (PFAS)" means any of the following:

Perfluorooctanoic acid (PFOA), a chemical compound described as

1. Perfluorooctanoic acid (PFOA), a chemical compound described as
   1. C8HF15O2
   2. F-CF2-CF2-CF2-CF2-CF2-CF2-CF2-C(=O(O))-H, or
   3. 2,2,3,3,4,4,5,5,6,6,7,7,8,8,8-pentadecafluorooctanoic acid-PFOA;
2. Perfluorooctane sulfonic acid (PFOS), a chemical compound described as
   1. C8HF17O3S
   2. F-CF2-CF2-CF2-CF2-CF2-CF2-CF2-CF2-S(=O(=O)(O))-H, or
   3. 1, 1,2,2,3,3,4,4,5,5,6,6,7,7,8,8,8-heptadecafluorooctanesulfonic acid-PFOS;
3. Any PFAS replacement related materials, including but not limited to Gen-X, a chemical compound described as
   1. C6H4F11NO­3
   2. Ammonium perfluoro (2-methyl-3-oxahexanoate),
   3. C3 Dimer Acid,
   4. hexafluoropropylene oxide dimer acid, or
   5. HFPO Dimer Acid;
4. PFOA or PFOS salts, PF AS-related compounds, or any substances which degrade to PFOA or PFOS; or
5. Any PFAS, PFOA, or PFOS identified at any time as a Persistent Organic Pollutant (POP) in Annex A (Elimination), Annex B (Restriction), or Annex C (Unintentional production) in the Stockholm Convention on Persistent Organic Pollutants as ratified by the United States of America and administered by the United States Environmental Protection Agency (USEPA)

Convention on Persistent Organic Pollutants as ratified by the United States of America and administered by the United States Environmental Protection Agency (USEPA) by whatever name manufactured, formulated, sold or distributed.

**Child Safety Protection Act (CPSA)**

All vendors need to ensure compliance with the child safety protection act and ensure that all products covered by this act adhere to the labeling requirements. For more information you can visit <https://www.cpsc.gov/Regulations-Laws--Standards>.

Additionally, if a product requires labeling under the CPSA then this warning must be included in the product description in text format communicating the warning. Examples:

* ***WARNING: CHOKING HAZARD*** – *Small parts. Not for children under 3 yrs.*
* ***WARNING: CHOKING HAZARD*** – *Toy contains a small ball. Not for children under 3 yrs.*
* ***WARNING: CHOKING HAZARD*** – *Children under 8 yrs. can choke or suffocate on uninflated or broken balloons. Adult supervision required. Keep uninflated balloons from children. Discard broken balloons at once.*
* ***WARNING: CHOKING HAZARD*** – *Toy contains a marble. Not for children under 3 yrs.*