



## 11.0 Payment Process

### 11.1 General Information

The Company processes all vendor invoices from one central location. Vendor payment is made within the established payment terms as stated on the Purchase Order Agreement.

Vendors must verify the accuracy of all PO details including size run(s), unit cost(s), quantity(s), payment terms, etc. Do not ship an order until any and all discrepancies on the PO have been resolved.

PO corrections need to be submitted to the vendor in writing as proof of the correction by the Company (cost and payment terms are not reimbursable).

Any proof of delivery (POD) requests need to be directed to the Company's Merchandise Operations Vendor Relations department via e-mail (see Section 12).

### 11.2 Vendor Invoice Instructions

Please review the instructions with all associates involved with invoicing and update your billing system accordingly. Compliance with these requirements will assist the Company in expediting payment of invoices.

The ORIGINAL invoice must be submitted in one of the following ways:

- **Preferred:** Email in a PDF format to:  
[accountspayable@DesignerBrandsCanada.com](mailto:accountspayable@DesignerBrandsCanada.com)
- **Alternative:** Postal Mail  
Designer Brands Canada  
ATTN: Accounts Payable  
44 Kodiak Crescent  
Toronto, Ontario  
Canada, M3J 3G5

The Merchandise shipping address is not the same as the invoice submission address.

Should any additional information be needed please contact your Designer Brands Canada Accounts Payable Team (see section 12) directly.

The invoice must be for a valid PO received and meeting the standards required in this guide.

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Do not send invoices to any other department or individual.

Do not include the original invoice with merchandise shipment.

Send only one original invoice per PO, per shipment. Duplicate or photocopies of the original invoice are **not acceptable**.

Any handwritten invoice changes, carbon copies/duplicate PO shipment BOLs, or packing lists are **not acceptable** as the original invoice.

Invoice payments are paid based on the PO cost, or the invoice item cost, whichever is lower.

Payment date for invoices is calculated from the received date of the PO at our DC (NLS) based on the appointment date (e.g. If the invoice is dated May 27 but the actual appointment is May 31, we will calculate our terms from May 31.).

If the appointment date is missed (**late**) at our DC (NLS), the payment date will be calculated from the actual receipt date of the goods rather than the initial appointment made (e.g. If the appointment was made for June 1 but the actual arrival and receipt of goods is June 4, we will calculate our terms from June 4.). In addition, chargebacks will be deducted for the late arrival.

If the appointment date and the arrival of the goods differs (**early**) at our DC (NLS), the payment date will be calculated from the appointment previously booked and approved rather than the actual receipt date of the goods (e.g. If the appointment was made for June 6 but the actual arrival and receipt of goods is June 2, we will calculate our terms from June 6.).

All payments for Canadian Currency will be via EFT (Electronic Funds Transfer) **NOT** via cheque.

Queries regarding payment for invoices and deductions taken, must be made within 60 days of date of payment for the invoice in question.

As part of our continued partnership with our Vendors, the Company's Merchandise Operations Vendor Relations department will provide notice of all non-compliance chargebacks that will be deducted from payment.

Request for research for deductions from payment six months or older will be subject to a compliance fee due to aged request (see Section 2).



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### 11.3 Vendor Invoice Format Requirements

The below information is required to be included on each invoice. Any missing information may be returned for correction and the vendor may be charged back.

1. Non-repetitive, unique invoice number (Note: The invoice number must appear on each page of a multi-page invoice and the invoice number must not recycle.)
2. The Company Name
3. The Company PO Number
4. Invoice date (Note: This date must be related to the date merchandise was shipped and not before)
5. Payment terms per purchase order agreement
6. Vendor Name and Accounts Receivable contact information
7. Remit address must include the payable party's name and the payment processing address
8. Item cost detail per PO; listing unit cost and total cost
9. Item detail per PO; listing vendor style number/name, description, size, color, and quantities

Must indicate total merchandise cost on the last page of the invoice.

Must clearly indicate the currency of the invoice (e.g. CAD = Canadian Dollars; USD = US Dollars).

All non-merchandise charges must be invoiced separately with a description of each charge. Note: Prior approval for non-merchandise charges must be obtained from the Company prior to shipment of merchandise.

All multi-page invoices must have a page number clearly indicated for each page.

Chargebacks, allowances, and concealed unit shortages will be deducted from vendor payments.