



iHerb, LLC

Supplier Manual

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NOTE FROM OUR CEO

Dear Valued Partner,

At iHerb it is our vision/mission to offer our Customers earth's best selection of available natural products, at the best possible value, delivered with the most convenient experience.

We recognize the important role our suppliers play in achieving our goal of being the # 1 choice for our customers by satisfying their expectations concerning selection, convenience, and value. We believe building a strong partnership with our suppliers allows us to ensure customer expectations and/or requirements are met for the success of our suppliers and iHerb. In addition to maintaining strong supplier partnerships, iHerb utilizes current supply chain technology to improve product flow from point of origin to destination, our customers. Supply-chain efficiencies are more critical than ever in satisfying customer needs and remaining competitive. Smooth operations between the Supplier community and iHerb are critical for our mutual success.



To achieve our goal of always providing the best-value product in the most equitable manner, we have established a set of business standards and code of conduct for our suppliers. In communicating these guidelines, we hope to identify potential suppliers who share our commitment to quality products, quality business principles and quality community relationships. The requirements set forth in the Supplier Manual will allow us both to benefit from increased sales by striving to reduce processing time and increase product “turnover”.

iHerb's success is dependent upon our ability to provide the highest value to our customers through price, quality, and service. We hope that you are as excited as we are with the continuation and/or onset of our relationship. Our commitment to our suppliers is as strong as the commitment we have to our customers. Thank you for taking a step forward in what we hope will become or will continue to be a long and prosperous relationship.

Sincerely,

Emun Zabihi



INTRODUCTION TO THE SUPPLIER MANUAL

Valued Business Partner,

iHerb's supplier manual is a document covering the full scope of our business policies from ethical standards and supplier relationship expectations to shipment standards focused on the health and safety of our teams. This policy reflects a continuous effort to improve efficiencies and manage our business relationship in a manner that is legal and that benefits our mutual partnership. The policies defined herein are iHerb's minimum expectations of its suppliers and will continue to change with our ever changing business requirements. These policies exist to educate and define both common industry practice as well as unique requirements of iHerb's global business model. The expectation is for our supplier to read and implement these policies when supplying iHerb's business.

At iHerb, our supplier relationships have always been a very valuable part of our business. We are dedicated to ensuring that our supplier standards are in conformity with those of the retail industry. We support industry-wide technologies that utilize Universal Product Code (UPC), GS1 US standards, and other technologies. The use of these technologies speeds the flow of merchandise through the supply chain, facilitating a rapid transfer of goods from our partners to our customers. This, in turn, allows iHerb to continue to build a more successful and mutually profitable partnership with suppliers.



CODE OF CONDUCT

iHerb is committed to conducting business in a responsible and ethical manner. Suppliers who are currently selling or doing business with iHerb are expected to follow iHerb's Code of Conduct. Full disclosure can be found at <https://www.iherb.com/info/code-of-conduct>

GTIN- GLOBAL TRADE ITEM NUMBER

Point of sale scanning and scan-in receiving have both become integral in today's retailing environment. Our POs and receiving system depend on accurate and unique item identification numbers (GTINs) and barcodes for accuracy in pricing, as well as, forecasting future needs, maintaining accurate inventories, and producing accurate and on time payment.

It is mandatory that every item sold to iHerb have an accurate and unique identification number and corresponding high-quality barcode.

LOT NUMBER AND EXPIRATION DATE (REQUIRED)

For all dated merchandise, human readable expiration dates must be clearly and legibly marked at the unit and carton level in the format: MM/YYYY or MM/DD/YYYY. Expiration dates on the case, inner pack and consumer pack must be equal. "Expiration Date is the date after which a product is considered not for sale to consumers. "Sell By" or "Best-By" dates will be considered by the team as expiration dates and handled accordingly.

Products should be shipped to iHerb within a minimum of 12 months to expiration (except for grocery, see *Shelf-Life* section for further details). Products not meeting this qualification will not be accepted and will be returned to the supplier.

Note: If Julian codes are used, a chart depicting the logic must be provided to the iHerb purchasing team

INITIATING THE IHERB-SUPPLIER PARTNERSHIP

iHerb's objective is to build a highly efficient and effective procurement relationship with each and every supplier. Thorough understanding of iHerb policies, processes and procedures of order placement, receipt, payment and shipment to iHerb DCs is crucial to the goal of an effective and efficient partnership. Through this relationship iHerb will better serve its customers by providing the best possible customer service.

SAP ARIBA

To initiate the process, iHerb has selected SAP Ariba, a cloud-based sourcing, procurement tool, and a digital marketplace where buyers and sellers can connect and exchange information, set up new relationships, and transact (process POs and invoices).

Ariba consists of several modules. iHerb is implementing Ariba Supplier Lifecycle and Performance (SLP) and Ariba Supply Chain Collaboration (SCC) modules to centralize and standardize the processes of maintaining supplier master data and transacting with suppliers.

Ariba Supplier Lifecycle and Performance (SLP) Ariba SLP will be used primarily to maintain supplier master data as it pertains to business with iHerb, such as DC addresses, contacts, payment & shipping terms, Banking, etc. After your business has registered with Ariba, any changes to this data can and will be made via Ariba, rather than through email



Ariba Supply Chain Collaboration (SCC) Ariba SCC is a module to manage the processing of POs, invoices, credit memos, etc. as well as sharing forecasts.

Important Notes about Ariba

- Suppliers will need to create an account on Ariba
- Both modules will be accessible through the same Ariba Network account
- The use of both Ariba SLP and Ariba SCC will be free for suppliers for all business pertaining to iHerb

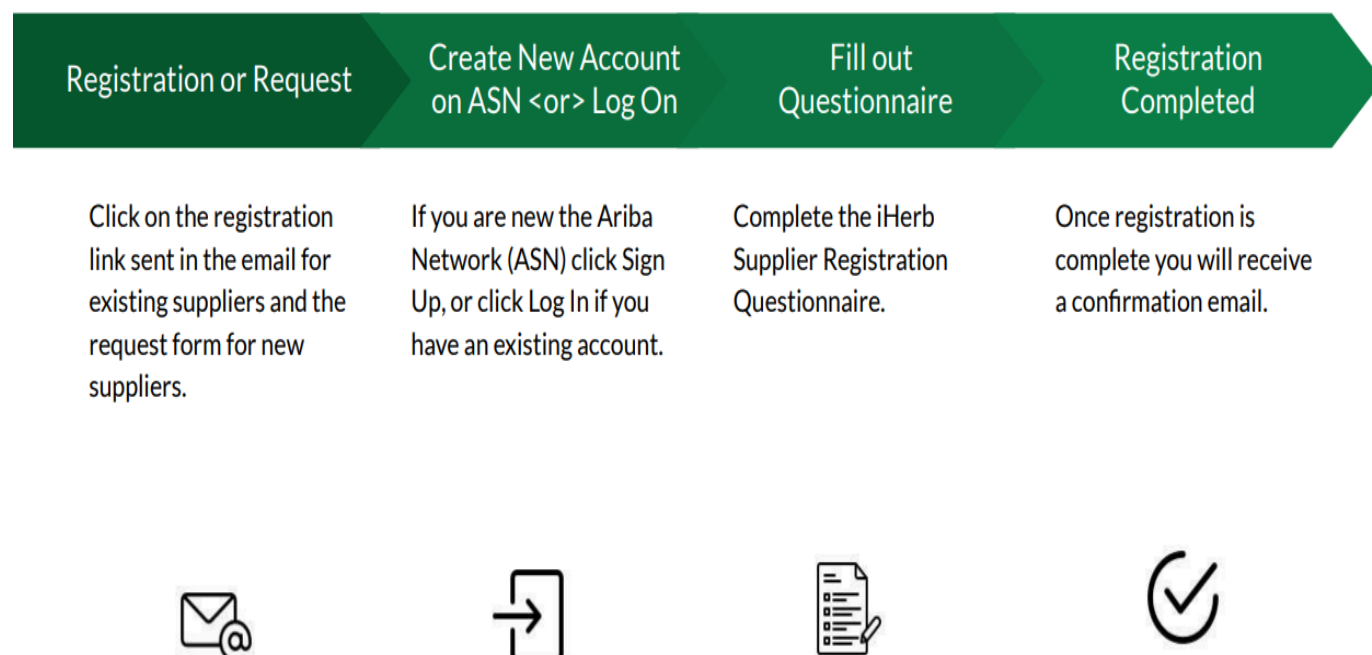
For support, please use the following email addresses:

Please contact the project owner for further information

For Support on the application or assistance from Ariba: [iHerb Holdings, LLC - Enablement Inquiry \(ariba.com\)](mailto:enablement@ariba.com)

Ariba SLP (Supplier Lifecycle and Performance)

To initiate the partnership, there are a few processes that need to take place for Ariba SLP.



Documentation required

The following documents will be needed to successfully complete the Registration Questionnaire:

- W-8BEN, W-8BEN-E, or Regional Tax Certificate (latter only applicable if doing business directly with MENA/EU entities). VAT Certificate is also required for MENA

For full disclosure of requirements please reference the Master Vendor Agreement (MVA)

- ACH/Wire Form (available to download in the registration questionnaire)
- Sample Invoice Form
- Bank letter head with account details (or a cancelled check)
- MAP Policy (if applicable)
- Credit Application (if applicable)
- Compliance Documentation (if applicable)
 - o Ex. certifications, registrations, etc.



VENDOR ONBOARDING PACKET

1. New Vendor Introduction / Communication

- Introduction from your iHerb Onboarding team outlining the steps of the process

2. Supplier Manual

- Covers iHerb's minimum expectations of its suppliers from ethical standards and supplier relationship expectations to shipment standards.

3. Item Recap

- Used to upload supplier's product and pricing information into iHerb's systems.

4. Vendor Profile

- Supplier's business information, contacts, pricing, payment, and shipping terms.

5. Domestic and Foreign Vendor Questionnaire

- Compliance requirement prior product shipment

6. COA Exception Letter

- For use for Dietary Supplements that are proprietary. All other Dietary Supplement products require a COA

PRODUCT ONBOARDING

The following information and documents are necessary to onboard new products:

Item Recap

During the supplier onboarding process, a blank Item Recap template should have been provided to you to complete and return to your iHerb Merchandising contact. Make sure all required fields are complete and accurate.

Complete All Columns Highlighted in Green

- Refer to the text in red for guidance on how to complete the rows below

Be Mindful of the 40 Character Description Guidelines

- 40 character limit includes spaces
- Each description must be unique
- Include descriptors, such as product segment and/or type
- Examples include: Product segment (Casein vs Isolate), product type (Lotion, cream, gel)
- Include variation information. Examples include: Potency, scent, flavor
- Include volume, weight, and/ or quantity. Examples include: mL, kg, pill count
- No trailing/leading spaces, tabs or special characters - !@#\$%^&*()|{}[] (TM) (R) ©

Certificate of Origin (COO) - required for all products

Safety Data Sheet (SDS) - required for all cosmetic products (except for brushes or utensils), liquid products and any products with alcohol or flammable related components.

Certificate of Analysis (COA) - required for all supplement products, including sports products (whey protein, pre-workout, etc).



MERCHANDISE SAMPLES

In addition to the information/documentation listed above, iHerb will require at least 2 samples from the supplier for the purpose of product testing and evaluation.

These samples are to be provided free of charge to iHerb. Coordinate with your iHerb Merchandising and/or Product Onboarding contact to determine the proper address to ship the samples.

Product samples are needed for all items being onboarded for the following reasons:

- **Product Images** - We need samples to take photos, including 360 degree images. We prefer to take our photos in house to ensure high quality and conformity across the website.
- **Dimensions** - We need samples to take accurate measurements (height, width, length, weight) using cubiscan.
- **Product Content & Compliance** - This can be done using flat label images that include full ingredient lists, but we take the information from the samples to place on our product display pages and for our compliance team to review ingredients.

Requirements:

- 2 finished, physical samples for each item
- Address the package to your iHerb Merchandising and/or Product Onboarding contact
- Provide the following reference on the package: Urgent Merchandising Sample Shipment
- Provide tracking information to your iHerb Merchandising and/or Product Onboarding contact

NOTIFICATION OF CHANGES

To reduce potential service and inventory issues, iHerb requires suppliers to communicate any changes within the lead times specified below. List of changes and the notification requirements expected:

Type of Change	Notification Requirement
Case Pack	60 Days Prior to Shipment Arrival
Product/Formulation Change	60 Day Notice
Item Discontinuation	60 Day Notice
Price Changes	90 Day Notice

It is extremely important for iHerb to receive item modification details well in advance of any shipment of such items. This includes modification to the product itself, or other details such as packaging, dimensions, etc. It is the responsibility of the Supplier to review these modifications and assign new UPC/GTINs appropriately.

NOTIFICATION OF SUPPLIER CHANGES

MERGER, ACQUISITION AND DIVESTITURE OF PRODUCT

To assure that a supplier remains qualified and that payments are processed in a timely manner, iHerb requires at least 60 days advance notice of any change to a supplier's corporate name, address, broker, representative or legal structure change (such as company merger, company acquisition, bankruptcy, or discontinuance of operation).



These changes must be communicated to iHerb in writing on the supplier's company letterhead and must be signed by a senior officer of the supplier. The letter must contain the following information and must be emailed to the address set forth below:

- Supplier's old and new Company Name, Tax ID, Supplier#
- Supplier's old and new Company Address
- Any change to Remit-To Address
- A description of the change transaction

Email correspondence to: your assigned buyer directly

Note:

- No Change can be made in iHerb's system until written notification is received. This process also requires Ariba updates under the existing registration if tax ID is not changing.
- Failure to provide the required written information may cause item rejections and payment delay.
- Existing commercial terms will remain unchanged

If there is a change in ownership and the new owner is not an approved iHerb supplier, the company will be treated as a new supplier. In such situations, a new supplier/supplier update process will need to be completed.

PRODUCTION CHANGES

iHerb expects its supplier to maintain open and continuous communication regarding changes related to negotiated programs. The following are some common changes that a supplier is responsible for communicating to iHerb at least 60 days prior to occurrence.

1. ERP or new computer system implementation
2. Changes to shipping locations
3. Changes in sourcing of product/capacity to manufacture
4. Packaging design changes including:
 - a. Packaging material
 - b. Package configuration
 - c. Packing size
 - d. Barcode labeling
 - e. Shipping carton (labeling, design, and construction)
 - f. UPC change
 - g. Number of eaches contained in selling units
5. Report any changes immediately to the iHerb merchant to avoid non-compliant assessments.

DATA SYNCHRONIZATION

Data synchronization is an industry-standard method of ensuring, between suppliers and retailers, that product data is current and accurate. This process will streamline supply chain processes and reduce operational costs. iHerb supplier is required to comply with this synchronization.

PURCHASE ORDER REQUESTED DELIVERY DUE DATE

The iHerb Planning and Inventory Management team has migrated to a new planning system that will enable improvement of service levels to our customers. iHerb Purchase Orders (POs) are Due on the “Requested Delivery Due Date” which is calculated using the supplier’s lead time (including in transit time).

- There will be a 3-day grace period prior to and after the Requested Delivery Due Date
- Early POs, unless requested by a Planner, are not preferred and may be rejected
 - Early/Unplanned POs lead to late payment and potential overstock
- Backorders / Partial shipments will not be accepted
 - If you cannot ship “in full”, we request you to ship what you can based upon the delivery date provided and close the order
- Cut sheets / manual processes to adjust PO line-item quantities are not required and will no longer be needed

LEAD TIMES

Supplier is responsible for providing an accurate lead time in days from receipt of PO to delivery in iHerb Hub

ARIBA SCC (SUPPLY CHAIN COLLABORATION)

We are pleased to announce a new initiative to streamline our Procurement and Accounts Payable processes. iHerb is partnering with SAP Ariba to fulfill our vision of moving away from manually transmitted documents and providing a better experience for our suppliers through Ariba’s Supply Chain Collaboration (SCC) solution. SAP has been transforming the global procurement landscape for businesses of all sizes and we are excited to provide you with this opportunity.

Ariba SCC supports multiple transactions that sustain an optimized flow thru the supply chain like Purchase Order (PO), Order Confirmation (OC), and Invoices.

Please note Ariba SCC will be used instead of transacting via EDI. EDI is not a mandatory requirement.

BECOMING ARIBA SCC COMPLIANT

It is critical that iHerb’s Inventory Management & Planning team is always aware of the PO life cycle, this includes confirmation of PO receipt, acknowledgement of PO (item, qty, etc.) including due date, ship date, tracking information etc. communication is expected in writing/ via email. It is recommended that all Suppliers follow these specifications.

ARIBA SCC- ORDER CONFIRMATION – Impacts to Planning and Procurement

Please read the below expectations for Order Confirmation line-item statuses:

Current Order Status	When Used	iHerb’s response	Supplier Expected
Unconfirmed	Total number of units not confirmed	OC should show either <i>Confirm</i> or <i>Reject</i> number of units	Fill out <i>Confirm</i> or <i>Reject</i> fields showing units as applicable
Confirm	Full acceptance of line-item specifications	Item/Units expected	Ship items/quantity as ordered
Reject	Item should NOT be physically sent, nor get invoiced	If units are shipped against an item, units will be returned at supplier’s expense	Close/cancel line items(s) and do not ship

For support please contact: ariba-scc-support@iherb.com



CONDITION AND DISPOSITION OF ORDER

CONDITION OF ORDER

Supplier's Responsibility

- | | |
|--|---|
| ☐ Unlabeled or mislabeled product | ☐ Swollen cans |
| ☐ Improperly sealed product | ☐ Manufacturer withdrawal |
| ☐ Over/Short weight or partially filled product | ☐ Expired products as determined by expiration dates |
| ☐ Broken glass | ☐ Moldy package |
| ☐ Crushed, dented, or collapsed product | ☐ Soiled, stained, sticky, etc. |
| ☐ Leaking Container | ☐ Rusty cans |
| | ☐ Discontinued Items |

DISPOSITION OPTIONS

If any of the above supplier responsibility items are to be found, iHerb reserves the right to assign disposition of product. Suppliers will be notified accordingly.

Options include the following:

- Destruction
 - Destruction of goods will be applicable. Warehouse team to follow the certified destruction of goods.
- Return to Supplier
 - Unavailable

RECALLS/OTHER QUALITY ISSUES

The safety of iHerb products is the highest priority of the iHerb/Supplier partner relationship and a continuous commitment that both mutually extend to customers. Compromised products are a direct threat to this commitment. In the unlikely event that a supplier becomes aware of a safety or health hazard, ingredient inaccuracy or informational mistake associated with any of their products, be certain to observe the following guidelines:

- Notify the Buyer regarding the product (s) within 24hrs of becoming aware of safety or health hazard
- Be able to provide the following information: product/item name, details of recall, recall classification, lot codes, expiration date, etc.

Once information has been provided by Supplier, iHerb will take the following actions:

- Buyer will advise supplier total number of units (on hand) purged and quarantined due to the recall
 - Supplier will issue a full refund to iHerb for the cost of the unsold recalled products in iHerb's possession
 - Total number of units will be based considering on hand inventory
- Buyer will negotiate the expenses incurred by the recall and relay resolution
 - Expenses will include, but not limited to, reimbursement to customers affected by the recall



SHELF-LIFE

iHerb is committed to providing customers with freshly produced products. Recognizing the important role of our suppliers in meeting this expectation, we want a product that exceeds the shelf-life specifications by category below and only accept products that meet these requirements when the product is freshly produced, or supply is limited. This means we require suppliers to provide us products within a short time of being manufactured.

Unless otherwise agreed to by iHerb, products shipped to iHerb by Supplier will have a minimum shelf life upon receipt at iHerb's distribution centers. If the expiration date of a product is less than the minimum shelf-life specification, Supplier should promptly notify iHerb. iHerb will have the option to accept the short-date (price for the goods shall be adjusted on a pro-rata basis) of such product noted on the PO or proceed with the destruction of goods. Returning back to the supplier is not a current option. PO will be adjusted accordingly.

Category Description	From Date of Receipt
Supplements, Herbs & Sports	= or >1 Year
Bath and Personal Care & Beauty	= or >1 Year
Non-Perishable	= or >1 Year from date of receipt
Grocery (bars included)	= or >6 Months from date of receipt
All other categories (non private label)	= or >1 Year from date of receipt
Private Label Supplements	= or >24 Months from date of receipt
Private Label Bath and Beauty	= or >2 Year from date of receipt
Private Label Grocery	= or >1 Year from date of receipt

PACKAGING REQUIREMENTS

This section provides an overview of iHerb packaging, labeling, and printing expectations.

Supplier is responsible to meet all packaging and labeling requirements and to meet all legal and regulatory compliance guidelines. Packaging and labeling must accurately reflect the product and its attributes. iHerb strongly believes in *On Time in Full* Shipments.

LABELING LAWS

iHerb requires its supplier to fully comply with all applicable Federal, State and local laws. It is a mandatory requirement that all sellable consumer units must feature Arabic labeling (product name, ingredients, expiration date, country of origin, etc.) in accordance with GSO 9/GSO 214 standards.

UPC BARCODE

All sellable units must be shipped and received by iHerb with a scannable UPC barcode (without exceptions).

- Shipment is required to contain only one UPC per shippable carton



Note: UPC number should match what was originally provided by the supplier during the new item initiation process. If there is a mismatch on product UPC once received, the supplier will be contacted and will be measured for non-compliance performance.

BARCODE QUALITY

Barcode quality is an important element to iHerb's success. iHerb defines the barcode quality as a conformance to the GS1 system specifications. Item identification and data acquisition through barcodes is critical to the function of iHerb automated operations and therefore barcode quality and scan ability play a major role when receiving product from supplier into iHerb's system.

Note: If there are inconsistencies in the barcode quality to where product cannot be scanned or received into iHerb's system, it is up to iHerb discretion to either return product to supplier or keep product. Keeping the product will generate a re-labeling process which will be considered against supplier non-compliance performance.

BARCODE PLACEMENT

The placement or physical location of the bar code greatly affects efficient scanning if improperly located. Barcodes should always be examined and tested in their final packaging for any product, inserts, or labeling infringements, which might impair scanning the barcode.

- 1) Preferred Placement- The preferred EAN/UPC barcode symbol placement is on the lower right quadrant of the back, respecting the proper quiet zone areas around the barcode symbol and the edge rule.
- 2) Preferred Placement- The preferred GS-128 barcode symbol placement is on the lower right quadrant of the carton, always facing out on the pallet.

PACKAGING GUIDELINES

- ? Pack in the method specified on the Purchase Order
- ? Pack each PO separately
- ? All products shipped to iHerb are to be shipped in cartons
 - o Product by itself should not be exposed on pallet
- ? Do not mix SKUs or POs within the same carton
- ? Items must be packed by SKU/expiration date
- ? Item Bundling is **NOT** allowed (e.g. shrink wrapping multiple items together)
 - . Processing delays
 - . Selling eaches (not bundles)

Note- exceptions to this requirement apply only if the item is ordered as a single sku.

BUNDLED



UNBUNDLED





BOTTLED LIQUIDS/LOTIONS

To prevent leakage during shipping ALL caps and lids (including twist caps) on bottled liquids or lotions must be secured with a tamper proof seal or taped down (suitable enough for air freight shipments).

COSMETICS

Tamper resistant seals must be included on all cosmetic merchandise. In addition, all cosmetic items must be completely sealed, with shrink-wrapping or heat sealing being the preferred methods. Liquid items are recommended to be protected with a layer of bubble wrap.

FRAGILE ITEMS

Fragile items are to be packed with adequate packing configuration to prevent damage/breakage.

Dividers within an inner case can be added to prevent internal contact within units.

MULTI-PACKS

Each unit should be packed individually unless the purchase order indicates that the merchandise is to be sold in multiples.

MASTER PACK

If individual cartons are too small, the cases may be added to a Master pack. Master pack packaging is intended for small items.

- Identify cartons as master pack by labeling carton
- Inner packs must be shippable



Visual representation:



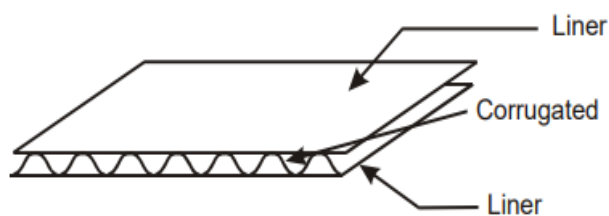
CARTON SPECIFICATIONS

CARTON STRENGTH (MASTER & INNER CARTON)

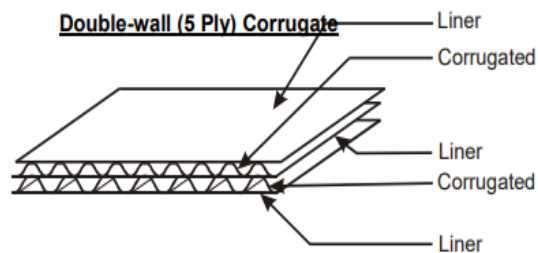
The following box strength recommendations are based on packaging industry standards as well as experience within our DCs:

Carton Weight (LB)	Busting Strength (psi)	Corrugate Type
0-14kg	200	Single-way (3 ply)
14-25kg	200	Single-way (3 ply)
25-36kg	275	Double-way (5 ply)

Single-wall (3 Ply) Corrugate



Double-wall (5 Ply) Corrugate



CARTON SIZE

Carton size should be in accordance with item specifications.

Note: Pack in a manner that maximizes carton space and minimizes damage during shipping. Over packing can cause carton bulging and under packing can cause carton crushing.



Note: Orders are to be shipped in the Unit of Measure specified on the PO. No residual or inconsistent package configurations.

CARTON SEALING

Package closure must maintain interior cleanliness and ensure that contents remain intact during shipping and handling.

- Cartons must be sealed (top and bottom) with 3-inch brown vinyl or clear tape
 - o 'H' pattern
- Tape must be moisture/temperature resistant and have an adhesive quality that resist drying in transit
- All products should be contained within a sealed carton upon arrival. *No loose items*

Note: The use of staples, metal straps or banding as methods to seal cartons is prohibited. Suppliers will be measured for vendor compliance against this requirement.

COMMON ERRORS AND UNSCANNABLE BARCODES

Packaging Infringements of Straps, Stickers, Tape, etc., Wrinkled or Bad Placement, Invalid Characters, Photocopy, No Quiet Space Around Barcode, Barcode and Human Readable are Different, Barcode is too Big, Poor Print Quality or Wrapped Around Carton

CARTON LABELING

Cartons should meet the below marking/label specifications:

- At least one side of each carton must be marked/labeled
 - Marking/Label should be facing out on pallet
- | | | | |
|---|---------------------------|---|------------------------|
| ? | PO# | ? | Lot # |
| ? | Item # | ? | Expiration Date |
| ? | Product Description | ? | Weight |
| ? | Case Quantity/Total Units | ? | UPC Number and Barcode |
| ? | Carton X of Y | | |

PALLET STANDARDS

- Standard size 1200"X1000 mm ISO Block/Euro pallets
 - o 1200 X 1000 mm (heat treated to ISPM-15) is acceptable



Note: Pallets requiring an alternative style or dimensional variance due to product size, weight or protection must be reviewed and approved by the iHerb Vendor Compliance team.

Important: iHerb will not support, be responsible nor sponsor any pallet exchange programs.

PALLET HEIGHT

- Pallet height must not exceed 150 cm



PALLET CHECKLIST

Any of the following defects are deemed as unacceptable and must not be used. iHerb reserves the right to reject any in-bound load that does not comply with these requirements:

- Missing or broken boards on top or bottom
- No double stringers, metal, repair plates or patched boards
- All stringers are to be solid, not broken and or have cracks from three sides and longer in run than one inch
- Pallets should be clean, odor free, free of debris and stains
- No cracks on top or bottom boards
- No exposed splinters greater than 7.5cm in length
- Nail heads or nail points are not to exceed 3 mm exposure from the surface of the wood

Note: Pallets should be loaded by PO, then item. **PO# must appear on each pallet.**

MULTI-SKU PALLET

For items with less than full pallet quantity:

- Less than tier per item- combined on a mixed pallet with items stacked separately
- One tier per item- even tiers per item
- Greater than one tier- follow the above two descriptions per instance
- Heavier cartons must be placed on the bottom and lighter cartons on top

MULTI-PO PALLET

If multiple POs on a shipment, sort cartons by PO, making sure that each pallet contains cartons only for one PO (if carton counts is not sufficient to build a complete pallet, combine multiple orders on one pallet by placing cardboard/slip sheet dividers between POs)

PALLET PATTERNS

When shipping pallets, make sure that the pallet pattern results in zero product overhang.

Note: Product or slip sheets must not exceed the dimensions of a wood pallet. Do not overhang.

SHRINK WRAP

All pallets must be shrink wrapped tightly and securely to prevent shifting during transportation.

- 4 wraps around the bottom and 3 wraps around the top
- Clear plastic shrink wrap preferred
 - o Contents of pallet must be visible
- Tamper proof security tape recommended (additionally) to protect contents of pallet
- **PO# must appear on each pallet.**

CORNER BOARDS

iHerb approves corner boards to protect the integrity of the product during transportation. Supplier using corner board should follow the below guideline:

- The top of each corner board should be level or no more than 3mm' higher than the top of the outer shipper with the bottom properly level and positioned over a completely solid surface on the pallet.



BANDING

Pallets can be either banded using suitable plastic strapping or stretch wrapped with appropriate top to bottom pattern and overlapping coverage to ensure the safe transit and movement within iHerb's supply chain. Quarter and half pallet display units must also be securely belly banded across the middle with a plastic strap or suitable stretch wrapping. Metal banding is unacceptable.

PACKING LIST

iHerb requires supplier to attach a copy of the packing list to one of the pallets preferably to pallet #1 of the shipment (last pallet loaded on the tail of the trailer, first one to be received by iHerb).

Specifications:

?	Ship From/To	?	Item Description
?	Date Shipped	?	UPC Number
?	PO (s)	?	Weight
?	Items on Shipment	?	Quantity & Type (Cartons/Units)

Insert packing list into a removable pouch.

SHIPMENT AND ROUTING GUIDE

As business partners driving mutually beneficial supply chain efficiencies, the below section contains detailed instructions for transportation, routing, and documentation of shipments to iHerb's Distribution Centers. It is expected that the supplier will comply with the requirements set forth.

Note: Regional suppliers, please refer to the regional procurement section for shipping and documentation instructions

C3

SCHEDULING

Suppliers must submit shipment information using C3, iHerb's transportation management system.

To access C3 follow the below link:

<https://iherb.c3reservations.com/app/login>





iHerb®

User Name * 

Password * 

LOGIN

[Forgot your password?](#) | [Need help?](#)

Powered by
 C3 Solutions

Notes:

- It is critical that all fields are filled out correctly and with the required information

Note: Shipments consisting of multiple trailers require a separate Hub appointment for each trailer

For any C3 inquiries contact cjlksaops@cj.net

Gate Pass

All shipments entering the zone must have a valid gate pass. Carriers must send a pre-alert email with the following information :

- The pre-alert email should be sent cjlksaops@cj.net in prior 5 business days (before PO delivery due date) and the subject line must include the PO number.
- Required information: (1) ETA; (2) shipment information – Commercial Invoice, Packing List, Transit Bayan (declaration); (3) truck information – driver's Iqama or passport number, and truck plate number (vehicle); and the email ID of the gate pass recipient.
- The Transit Bayan is issued at the Saudi arrival port (ocean, road, or air) by an authorized broker. Once the shipment is off-loaded and cleared through customs inspection, the issued Bayan is closed.
- The driver must carry a Transit Bayan copy to complete the customs procedure at the center. If the driver does not have the copy, it must be shared by email or another channel (e.g., WhatsApp).

Distribution Center Schedule

- AM shift: 08:30 – 15:00
- PM shift: 20:00 – 22:00
- Lunch break: 12:00 – 13:00 (no inbound or unloading)
- Deliveries are counted from when the vehicle docks at the assigned door, not from arrival at FC

For help locating the center, contact the operations team (Arabic: +966 50 250 5026 / Urdu: +966 50 112 1686)



TRANSPORTATION/TRAFFIC

Transportation is a vital component in effectively managing the Supply Chain. Ultimately, the goal is to manage product flow to achieve the highest fill rate while operating at the best possible cost.

FULL TRUCKLOAD SHIPMENTS

A regional long-haul consists of 13.6 m or 15- m curtain-side/box trailer which may include 24-26 1,200 X 1000 mm pallets (or up to 33 Euro-pallets)

- Full truckloads must be 100% palletized and floor loading is strictly prohibited

LESS THAN TRUCKLOAD SHIPMENTS

A less than truckload shipment is not a complete trailer load (less than 10-12 pallets or under 4,000 kg).

- Less than truckload shipments must be palletized.

SMALL PARCEL SHIPMENTS

- Volume Threshold: Shipments under 150 kg containing 15 individual master cartons or fewer
- Maximum Single Carton Weight: 25 kg
- Labelling: Every individual carton must display the iHerb PO number and carton tracking sequence (e.g., "1 of 5", "2 of 5")

THERMAL & TEMPERATURE VEHICLE REQUIREMENTS

- Due to summer ambient temperatures exceeding 45 C, refrigerated or temperature-controlled insulated vehicles are recommended for heat sensitive supplements, cosmetics, and food productions during location transport.

TRAILER LOADING

- Trailers arriving at the DC must be properly loaded
 - o Avoid any pallets from shifting inside trailer
 - o Secure pallet accordingly to avoid product fall out
- If a multi-stop shipment, it is the responsibility of supplier to load pallets accordingly
- Load trailers in purchase order sequence
 - o Pack one purchase order before loading the next one
- Do not floor load
- Barriers and load restraints are required to be used if needed

PASSAGE OF TITLE

- iHerb will have no obligation to unpack or inspect the merchandise prior to resale thereof
- Supplier will be responsible for the consequences of negligent manufacturing and packing, and for the consequences of negligent handling prior to the point when iHerb assumes ownership of the product



- Payment of freight charges will not determine passage of title or which party bears the risk of loss while product is in transit
- Risk of loss and damage to product will pass from supplier to iHerb only upon our receipt, inspection and acceptance of the product at our designated receiving facility, regardless of which party pays the transportation costs
 - o Incoterms: DDP (Delivered Duty Paid- Riyadh SILZ Hub)
 - o Incoterms: DDP (Delivered Duty Paid- Dubai Free Zone Hub)

Documentation Requirements- Local

Sourcing strategically from suppliers located within a specific geographic region delivering to our hub in Saudi Arabia (3PH). The below specifications are outlined with the intent to facilitate the delivery of goods. Suppliers are responsible for providing the below requirements as soon as shipment leaves their facility.

Documentation Requirements:

- Manifest # or BOL #
- Commercial Invoice and Packing Slip
 - o Packing slip must show lot number and expiration date per carton/item

Suppliers must send this information prior to shipping to : 3ph-distribution-list@iherb.com

Documentation Requirements- Not Local (International)

Sourcing strategically from suppliers located within a specific geographic region delivering to our hub in Saudi Arabia (3PH). Suppliers are responsible for providing the below requirements as soon as shipment leaves their facility. The following details two other forms of procurement and overall expectations depending on delivery method.

Shipping Documentation Requirements

- Air Freight
 - o Manifest # or BOL # (if any)
 - o Commercial Invoice and Packing Slip
 - Packing slip must show lot number and expiration date per carton/item
 - o MAWB (house airbill) and # of free days at airport
 - o Arrival ETA
 - o Other information the supplier would like to share about the shipment
 - o Send documentation to 3ph-distribution-list@iherb.com
- Ocean Freight
 - o Manifest # or BOL # (if any)
 - o Commercial Invoice and Packing Slip
 - Packing slip must show lot number and expiration date per carton/item
 - o Voyage and container reference #
 - o Arrival ETA
 - o Other information the supplier would like to share about the shipment
 - o Send documentation to 3ph-distribution-list@iherb.com



ACCOUNTS PAYABLE

PURCHASE ORDER VERIFICATION

Invoices will be processed and released for payment only after the Purchase Order is complete (all goods are fully received by iHerb). Payment timing is calculated from the invoice date based on agreed standard terms.

Accounts Payable requires an official, system-generated iHerb Purchase Order to process any invoice. Telephone orders, verbal commitments, handwritten orders, and unofficial worksheets are not valid authorization and will strictly not be honored.

INVOICE & PAYMENT GUIDELINES

Suppliers are required to submit invoices via the Ariba SCC Portal or via email for the fastest processing. Mailed physical invoices are strictly not accepted. Suppliers must use the correct email address based on the message type:

- **Invoice Submissions:** Send directly to Noreply-invoice@iherb.com. All emailed invoices must be submitted as PDF attachments, with only one invoice per PDF file (multiple PDFs may be attached to a single email). This is an unmonitored automated system; do not send general correspondence, questions, or account statements to this address.
- **General AP Correspondence & Statements:** Send all inquiries, account statements, and general emails to AP@iherb.com. Do not submit actual invoices to this address.

To ensure prompt and accurate payment processing, suppliers must adhere to the following policies:

- **Invoice Requirement:** iHerb pays exclusively by invoice. Quotes, proforma documents, and account statements are not accepted for payment.
- **Submission Limit & Timeline:** Only one invoice per Bill of Lading (BOL) / Proof of Delivery (POD) per valid Purchase Order (PO) is permitted. Invoices must be submitted to the iHerb Accounts Payable team no later than 24 hours after shipment pickup or delivery.
- **Required Invoice Details:** All invoices and credit memos must be accurate and include:
 - Supplier name and remit-to address
 - Bill-to iHerb entity name and corporate address
 - Invoice date (must reflect the actual shipment date) and unique invoice number
 - Valid iHerb PO number
 - Payment terms
 - Carton count and unit quantity
 - Matching units of measure (e.g., if the PO is issued in "eaches," the invoice must be in "eaches"; if issued in "packs," the invoice must be in "packs")
 - Total cost matching the PO, including any additional costs or discounts affecting the subtotal
- **Invoice Discrepancies:** Discrepancies in pricing, quantities shipped, unit of measure, case packs, or a missing PO number will delay payment. If a discrepancy occurs, a revised invoice must be issued immediately. Failure to provide a revised invoice may result in an automated adjustment to the original invoice.
- **Payment Methods:** iHerb does not offer cash, check, or credit card payment options. Global payment methods are determined by region and are at the sole discretion of iHerb.



- **Payment Remittances:** Remittances are issued directly from iHerb and/or our banking partners upon payment release and emailed to the remittance contact provided during supplier onboarding.

Sanctions & OFAC Compliance

To comply with regulations administered by the U.S. Office of Foreign Assets Control (OFAC) and equivalent regulatory bodies, iHerb screens all supplier payments prior to execution.

- **Payment Holds & Compliance Blocks:** All outgoing disbursements are subject to automated sanctions checks. In the event of a confirmed match to a sanctioned entity, OFAC list, or restricted party, the payment will be immediately placed on hold.
- **Resolution Process:** Funds held for compliance matches will remain blocked until cleared by iHerb Legal Counsel. Accounts Payable cannot override a sanctions hold without formal legal authorization.

SHIPPING DISCREPANCIES

INCORRECT SHIPMENT

The iHerb Accounts Payable team processes invoices and subsequent payments strictly based on the approved Purchase Order (PO). Accounts Payable cannot approve modifications to invoice totals or line items. Any additions, updates, or supplier-requested corrections are subject to review and prior approval by the Merchandising & Inventory Management & Planning teams.

Incorrect Shipments & Unauthorized Substitutions Products received that differ from what was ordered on the PO are classified as receiving exceptions and cannot be processed for invoice payment.

- **Approval Required:** Prior written approval from the Inventory Management & Planning teams is required before shipping any product substitution.
- **Document Alignment:** If a substitution is approved, the PO, and invoice (submitted electronically via the Ariba SCC Portal or emailed) must all be updated to reflect the change. If the original invoice cannot be revised, the supplier must provide an official credit or debit memo containing all required PO and item details.
- **Non-Compliance:** Failure to obtain prior approval or supply the appropriate revised invoice or credit/debit memo will delay payment processing. iHerb reserves the right to return incorrect products or unauthorized substitutions at the supplier's sole expense.

OVER SHIPMENT

Quantities shipped in excess of the original PO line item require prior written approval from the Inventory Management & Planning team:

- **PO & Invoice Updates:** If an overage is approved, the PO must be officially updated, and the invoice (submitted electronically via the Ariba SCC Portal, through SPS Commerce-EDI, or emailed) must reflect the new authorized total for proper payment processing. If the original invoice cannot be revised to reflect the approved overage, a corresponding debit memo with the required details must be issued.
- **Overage Discretion:** Over-shipments are accepted strictly at iHerb's discretion and are evaluated based on item sales velocity history. iHerb reserves the right to reject and return unauthorized overages at the supplier's expense.

INVOICE TERMS AND DATING

Invoices are processed based on the standard payment terms negotiated with the iHerb Merchandising Department. Any proposed changes to invoice payment terms will only be honored if formally approved in advance by the iHerb Merchandising Department.

Overage, Shortage & Damage (OS&D) Claims

To ensure timely resolution of inventory and billing disputes, strict claim windows and documentation requirements apply:

- **3-Month Dispute Window:** The iHerb Overage, Shortage & Damage (OS&D) team will not research or process claim inquiries older than 3 months from the date of the remittance report. Discrepancies, including reported shortages or markdown allowances, must be submitted within this 90-day timeframe to be eligible for review.
- **Required Documentation:** When submitting a claim review request, the supplier must clearly state the specific reason for the dispute and provide supporting documentation, including:
 - Signed Bill of Lading (BOL)
 - Proof of Delivery (POD)
 - Itemized Packing Slip

Note: iHerb credit authorization numbers and proof of delivery (s) must be retained as evidence of compliance. See *Purchase Order Terms and Conditions for Payment Term Details*

HUBS

iHerb distribution network consists of 1 hub. iHerb's goal is to move products from supplier to consumer more efficiently and provide the highest possible service level. This network allows iHerb to support its continued growth. Partnership with suppliers is critical to ensure products are received on time in full to fulfill customer orders.

1 Hub

DC	Address	Operation Hours
Saudi Arabia, Kingdom of Saudi Arabia (3PH)	SPECIAL INTEGRATED LOGISTICS ZONE, BUILDING 8791 105TH STREET, RIYADH 13442, KINGDOM OF SAUDI ARABIA	7AM-5PM (M-F)

CONTACT INFORMATION- iHERB

REGIONAL PROCUREMENT

Email: 3ph-distribution-list@iherb.com

