

OKL Operating Procedures & Reminders

Inventory, fulfillment, invoicing & contacts for drop-ship partners

This update summarizes One Kings Lane's operating procedures for drop-ship vendor partners — how to manage inventory in Rithum, fulfill and invoice orders, and who to contact for help. Shipping requirements for parcel (FedEx) and LTL (Maersk/Pilot or Metro) orders are covered in the Parcel & LTL Shipping Guide. You'll also find a brief overview related to return and claims notifications at the end of this document. Following these procedures keeps the site accurate for customers and helps you avoid cancellations and chargebacks.

01 Inventory & Status Management (Rithum/CHUB)

KEEP YOUR FEED CURRENT

Your Rithum feed drives what customers see live on site. Keep SKU status, available quantity, and back-order dates updated at all times.

NEW IN PRODUCTION

When a SKU is marked "Unavailable" and "Discontinued," Rithum now automatically sends a quantity of zero on three consecutive feed cycles before dropping that SKU from your inventory feed. If the SKU is later set back to "Available," Rithum automatically resumes sending your live, positive inventory quantity.

STATUS DEFINITIONS & USAGE

STATUS	WHEN & HOW TO USE IT
Unavailable / Discontinued	<ul style="list-style-type: none"> Use ONLY for SKUs that are currently out of stock and will NOT receive future inventory. These SKUs are permanently removed from the OKL site. Do NOT use for: clearance, temporary out-of-stock, or back-order situations.
Back Order	<ul style="list-style-type: none"> If there is no in-stock inventory, set the in-stock quantity to 0 and the back-order date to a future date. Lead times auto-adjust on OKL's side based on the next in-stock date you provide. The back-order date MUST always be in the future. A past or expired date drives customer cancellations on out-of-stock items — which result in chargebacks to your account.

02 Order Processing & Fulfillment

SHIP DATES

- Ship by the agreed expected ship date.** Alert Customer Service and Vendor Management of any anticipated delay, including back-ordered items.
- Expected ship dates are set from the SKU's availability in Rithum (or its next available date, if out of stock) and the lead times you provided when the SKU was created. This date is shared with the customer at the time of sale.
- Updating the expected ship date on open orders keeps customers informed and helps prevent cancellations — but it does not change whether a late-shipment chargeback applies.

PO COST REVISIONS

- Any PO cost revision requires approval from the OKL Buying team and Customer Service before the order is fulfilled.

SHIPPING METHODS

- Parcel orders ship via FedEx; LTL orders ship via Maersk/Pilot or Metro via dynamic carrier selection. See the **Parcel & LTL Shipping Guide** at the end of this document for routing, Bill of Lading, packaging, and labeling requirements.

03 Pricing & Lead-Time Changes

- **Send all pricing and lead-time changes directly to Buying.** Do not upload these changes through Rithum, they do not auto flow to OKL.
- Submit pricing updates with reason codes in advance of the effective date so changes are reflected accurately before they go live.

04 Invoicing

- Submit an 810 invoice through CommerceHub for every order **at the time of shipment.**
- Payments are based on the invoice **submission** date — **not** the ship date.

IMPORTANT

Late invoices delay payment. Because the payment clock starts when the invoice is submitted, invoice the same day the order ships.

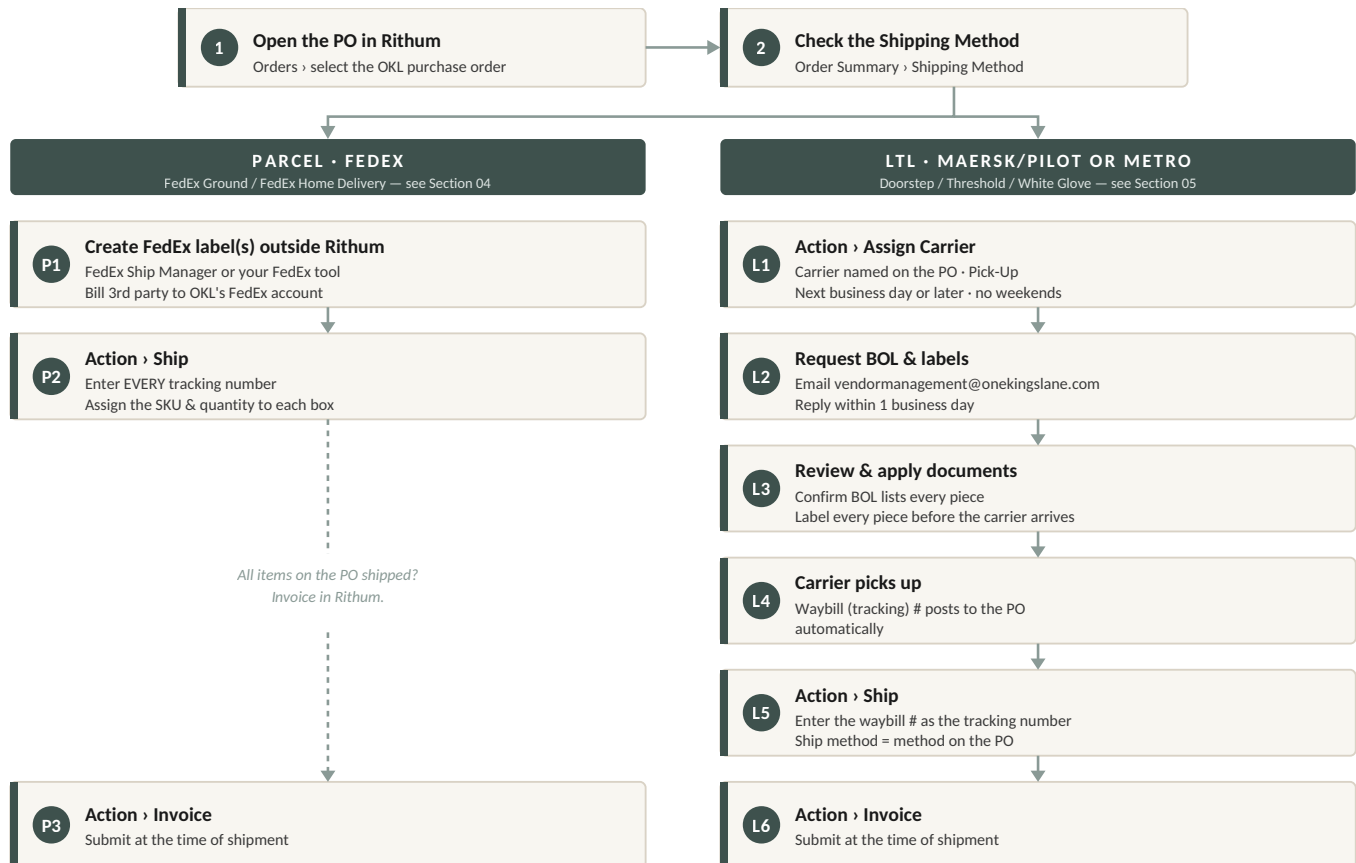
05 One Kings Lane Contacts

Please include your vendor name and PO number in all correspondence.

TEAM	CONTACT FOR	REACH
Customer Service	Replacement orders, order updates, discontinued/OOS notifications, delays & new ETAs, aged shipments, FedEx tracking, parts, damages, problem resolution, customer updates, sample requests, cancellation requests.	contactcentersupervisors@onekingslane.com
Vendor Management	Transportation & shipping questions, onboarding, compliance, chargebacks, disputes, claims, general questions, contact updates.	vendormanagement@onekingslane.com
Buying	Pricing changes/discrepancies, account changes, lead-time adjustments, SKU changes/additions (incl. discontinued SKUs), warehouse closures, product information (dimensions, images).	Your respective buying contact
Accounts Payable	Invoices, check numbers, credit limits, legal name changes, mergers/acquisitions, vendor affiliation requests, ACH setup, payment status. Include vendor name, PO, and invoice details with every request.	accountspayable@onekingslane.com
LTL Carriers	Issues with LTL order pickups and Bill of Lading documents.	Metro: OKL.SUPPORT@gomwd.com Maersk/Pilot: ed.domestic.us@maersk.com
Rithum / CHUB	Questions and support for the Rithum portal.	customersupport@rithum.com arescalations@rithum.com P: 1-844-HubHelp

This guide explains how to ship and invoice One Kings Lane purchase orders in Rithum (formerly CommerceHub). The steps depend on the carrier assigned to the PO: **parcel** orders ship via FedEx, and **LTL** orders ship via one of OKL's integrated LTL carriers, **Maersk/Pilot** or **Metro**. Following these steps ensures every PO ships with the designated carrier, customers receive a trackable number, and duplicate shipments are avoided.

01 PROCESS AT A GLANCE



02 BEFORE YOU START

Rithum access	You'll need a Rithum login with access to your OKL purchase orders. For login or system issues, contact Rithum at customersupport@rithum.com or 1-844-HubHelp.
Warehouse location	Set up your ship-from warehouse location in Rithum. When you assign an LTL carrier, the pickup address, phone and email will fill in automatically.
FedEx business account	Parcel shipments are billed third party to OKL's FedEx account . A FedEx business account is required to bill a third party. If you don't have one, please create one before your first OKL parcel shipment. Contact vendormanagement@onekingslane.com for OKL's FedEx account to get started.
Key terms	<p>Waybill = PRO number = tracking number. All three refer to the same number, assigned by the LTL carrier.</p> <p>BOL (Bill of Lading) is the carrier's shipping document.</p> <p>Tender means submitting a carrier assignment in Rithum, which sends the pickup request to the LTL carrier.</p>

03 READ THE PURCHASE ORDER

Every OKL PO specifies the carrier and service level in the **Shipping Method** field of the Order Summary at the top of the PO. This determines which process you'll follow.

PO Number PO01234567

Order Summary	
Vendor	Sample Supplier Co.
Merchant	One Kings Lane
PO Number	PO01234567
Expected Warehouse	N/A
Shipping Method	Metropolitan Warehouse & Delivery - Threshold ¹
Payment Method	N/A

Figure 1. The PO's Order Summary. ¹ Shipping Method shows the carrier and service level (Metro, Threshold in this example).

FedEx Ground / FedEx Home Delivery Parcel. Follow Section 04.

Maersk/Pilot: Doorstep, Threshold or White Glove LTL. Follow Section 05 and select **Maersk/Pilot** as the carrier.

Metro (Metropolitan Warehouse & Delivery): Doorstep, Threshold or White Glove LTL. Follow Section 05 and select **Metropolitan Warehouse** as the carrier.

Always ship with the carrier and ship method on the PO. If a different carrier is needed, or the carrier or ship method should change for any reason, contact vendormanagement@onekingslane.com **before** shipping.

THE ACTION MENU

Every step in Rithum starts from the **Action** menu in the top right-hand corner of the PO. Choose an option and click **Go**.

Action

Cancel

Packing Slip Reprint Request

Ship ^A

Assign Carrier ^B

Invoice ^C

Go

- ^A **Ship:** record the tracking number(s) for the shipment. Used for parcel (Section 04) and for LTL after the carrier picks up (Section 05, step L5).
- ^B **Assign Carrier:** tender an LTL shipment to Maersk/Pilot or Metro (Section 05, step L1). Not used for FedEx.
- ^C **Invoice:** available once items have shipped (Section 06).

Figure 2. The Action menu. Options shown depend on the PO's status.

04 PARCEL SHIPMENTS (FEDEX)

P1 Create the FedEx label(s) outside of Rithum

Create the shipment in **FedEx Ship Manager** or another FedEx shipping tool available to you. Bill transportation **third party to OKL's FedEx account**. Use the FedEx service that matches the Shipping Method on the PO.

P2 Ship the PO in Rithum

From the Action menu, choose **Ship**. For each box in the shipment:

Shipment Confirmation Enter your information below.

Shipment Date 4 Add Box

Box 1

Tracking Number 1 **Shipping Method** 2

LINE #	MERCHANT SKU	VENDOR SKU	DESCRIPTION	QTY ORDERED	QTY REMAINING	SHIP QUANTITY 3	CANCEL QTY
3	000330103	7883	Sample item description for line 1	2	2	<input type="text" value="0"/>	<input type="text" value="0"/>
5	000330104	7884	Sample item description for line 2	1	1	<input type="text" value="1"/>	<input type="text" value="0"/>

Box 2

Tracking Number **Shipping Method**

LINE #	MERCHANT SKU	VENDOR SKU	DESCRIPTION	QTY ORDERED	QTY REMAINING	SHIP QUANTITY	CANCEL QTY
3	000330103	7883	Sample item description for line 1	2	2	<input type="text" value="2"/>	<input type="text" value="0"/>
5	000330104	7884	Sample item description for line 2	1	1	<input type="text" value="0"/>	<input type="text" value="0"/>

Figure 3. A simplified view of the Ship screen. Your screen may show additional columns. In this example, line 5 ships in Box 1 and both units of line 3 ship in Box 2.

- 1 **Tracking Number:** enter the FedEx tracking number for this box. **Enter every tracking number associated with the shipment.**
- 2 **Shipping Method:** select the method that matches the Shipping Method on the PO.
- 3 **Ship Quantity:** enter the quantity of each SKU in this box. Enter 0 for SKUs that are not in this box, so each tracking number is tied to the correct SKU and quantity.
- 4 **Add Box:** adds another box with its own tracking number.

One item, multiple boxes? If a single-quantity item ships in more than one box, enter the full quantity of the line (1) as the Ship Quantity for the **first** box, and **INC** as the Ship Quantity for each additional box.

P3 Submit and confirm

Submit your changes. When you return to the PO, a **Fulfillment Update** event will show the shipment you entered. Once all items on the PO have shipped, invoice the PO (Section 06).

05 LTL SHIPMENTS (MAERSK/PILOT OR METRO)

Maersk/Pilot and Metro are integrated with Rithum. When you assign the carrier in Rithum, the pickup request goes directly to the carrier, and the carrier's response (including the waybill number) posts back to the PO automatically.

When to tender: assign the carrier when the PO is ready to ship, or will be ready to ship **within one week**.

L1 Assign the carrier

From the Action menu, choose **Assign Carrier** and complete the form.

Carrier Assignment for One Kings Lane Order: 1234567890

Order Summary - A summary of the unshipped quantities from this order.

Expected Shipping Method	Metropolitan Warehouse & Delivery - Threshold
--------------------------	---

Carrier Assignment - Enter your information below.

Vendor Assigned Carrier: Metropolitan Warehouse **1**
Bill of Lading Number: **2**
Waybill Number:
Bill to Account Number:
Transfer Type: ☒ Pick-Up ☐ Drop-Off **3**
Requested Transfer Date: 10/21/2026 **4**
Latest Transfer Date:

Pick-Up Location (Change Default Address) **5**

Company	<input type="text" value="Sample Supplier Co."/>	City	<input type="text" value="Anytown"/>
Address	<input type="text" value="123 Main Street"/>	State/Zip	<input type="text" value="NC / 00000"/>
	<input type="text"/>	Phone	<input type="text" value="(555) 555-0100"/>
Email	<input type="text" value="shipping@samplesupplier.com"/>		

Figure 4. A simplified view of the Carrier Assignment screen, with sample data.

- 1 Vendor Assigned Carrier:** select the carrier named in the PO's Shipping Method (Maersk/Pilot or Metropolitan Warehouse).
- 2 Leave Bill of Lading Number, Waybill Number and Bill to Account Number blank.** The carrier returns these details through the integration.
- 3 Transfer Type:** Pick-Up.
- 4 Requested Transfer Date:** the pickup date. It must be **no sooner than the next business day** and **not on a weekend**.
- 5 Pick-Up Location:** confirm the address and include a **phone number and email address**. If you've set up a warehouse location in Rithum, these details fill in automatically.

L2 Confirm the carrier received the request

Events

Order Received
Carrier Assigned
Tendered to Carrier

After you save the assignment, two new events appear on the PO: **Carrier Assigned** and **Tendered to Carrier**. These confirm the pickup request was sent to the carrier.

Shortly afterward, the carrier's **waybill number** (the tracking number) posts to the PO automatically.

Figure 5. PO Events after tendering.

05 LTL SHIPMENTS (CONTINUED)

L3 Request the BOL and label(s)

Email vendormanagement@onekingslane.com with the PO number(s). We accept requests **individually or in bulk**, so you can include as many POs in one request as you like. We respond with the BOL and label(s) **within 1 business day**, usually within a few hours.

To: vendormanagement@onekingslane.com
Subject: LTL BOL Request – PO01234567 (multiple POs: LTL BOL Request – PO01234567, PO01234568, PO01234569)

Hello,

The following PO(s) have been tendered in Rithum. Please send the BOL and label(s) for each:

- PO01234567: Metro, pickup 10/21/2026
- PO01234568: Maersk/Pilot, pickup 10/21/2026

Thank you,

[Name] · [Supplier name] · [Phone]

L4 Review the documents and prepare the shipment

- **Review the BOL and label(s)** as soon as you receive them. Confirm the BOL clearly lists **each piece** in the shipment and that you have **a label for every piece**.
- Print the BOL and **apply labels to every piece before the carrier arrives**. Have the shipping documents ready at pickup.
- See Sections 07 and 08 for pickup readiness, packaging and labeling requirements.

Need more labels, or the BOL doesn't list every piece? Contact the carrier and vendormanagement@onekingslane.com. Include the **dimensions and weight of every piece** in the shipment so the documentation can be updated.

Metro: OKL.SUPPORT@gomwd.com | Maersk/Pilot: ed.domestic.us@maersk.com

L5 Ship the PO in Rithum after pickup

The carrier picks up on the date and at the location you entered in step L1. Once the PO is in transit, return to the PO in Rithum and choose **Action → Ship** (see Figure 3):

- **Tracking Number:** enter the **waybill number** that posted to the PO.
- **Shipping Method:** select the method that matches the Shipping Method on the PO.
- **Ship Quantity:** enter the quantity of each SKU included in the shipment.

L6 Invoice the PO

Invoice the PO at the time of shipment. See Section 06.

06 INVOICE THE PO

Submit an invoice through Rithum for every order **at the time of shipment**. Payments are based on the **invoice date**, not the ship date. Once the items on the PO have shipped, choose **Action → Invoice**.

Invoice for One Kings Lane Order: 1234567890

Invoice - Enter your information below.

Invoice Number	<input type="text"/>	<input type="button" value="Auto Fill"/> 1
Shipping Charge	<input type="text" value="0.00"/>	
Handling Charge	<input type="text" value="0.00"/>	3

LINE #	MERCHANT SKU	VENDOR SKU	DESCRIPTION	QTY REMAINING	INVOICE QUANTITY 2	SHIPPING	HANDLING	UNIT COST
3	000330103	7883	Sample item description for line 1	2	<input type="text" value="2"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="9.99"/>
5	000330104	7884	Sample item description for line 2	1	<input type="text" value="1"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="24.99"/>

Figure 6. A simplified view of the Invoice screen. Your screen may show additional fields.

- 1 **Invoice Number:** enter your invoice number, or use Auto Fill.
- 2 **Invoice Quantity:** enter the number of units shipped for each line.
- 3 **Fees:** add any applicable charges.

07 LTL PICKUP READINESS & DOCUMENTATION

Ready at pickup	Freight must be packed, labeled and staged when the pickup window opens. Missed-pickup and carrier dry-run fees caused by the supplier will be charged back.
Photo documentation	Before pickup, photograph the packed freight from all sides with labels clearly visible.

08 LTL PACKAGING, LABELING & HANDLING

Labeling	<p>In addition to the carrier label(s), each carton, skid or crate must legibly show:</p> <ul style="list-style-type: none">• Vendor name and address• Consignee name and address• Complete One Kings Lane PO number• Customer order number
Packaging	Packaging must meet minimum NMFC (National Motor Freight Classification) requirements to prevent transit damage. Damage claims denied by the carrier or receiver due to insufficient packaging, including concealed damage that is not visible until the carton or skid is opened, are the supplier's responsibility.
Fragile freight	<ul style="list-style-type: none">• Apply a FRAGILE sticker to each carton, skid or crate before pickup.• Do not double-stack fragile freight.• Apply "This Side Up" arrow stickers wherever orientation matters.
Heavy items	If a carton, skid or crate requires two people to lift or handle, apply a " HEAVY - 2 PERSON LIFT " sticker.

09 DO'S & DON'TS

DO	Do use the waybill number provided by the LTL carrier as the tracking number.
DO	Do be sure to enter all FedEx/Parcel tracking numbers associated with the shipment.
DO	Do be sure to assign the appropriate SKU and quantity to each FedEx/Parcel tracking number.
DO	Do tender LTL shipments when the PO is ready to ship, or will be ready within one week, and apply labels to every piece before the carrier arrives.
DO	Do ship all items on a PO when all items are available to be shipped.
DON'T	Don't create LTL shipments outside of Rithum.
DON'T	Don't split POs with multiple quantities/SKUs shipping via LTL into separate LTL shipments.
DON'T	Don't change the carrier or ship method on the PO without first contacting vendormanagement@onekingslane.com .

Please be advised: creating a second shipment manually outside of Rithum can result in **two shipments** for the same PO. **Charges billed to OKL for duplicate shipments and/or attempted pickups may result in chargebacks to the supplier.**

10 EXCEPTIONS & SUPPORT

Send all exceptions to vendormanagement@onekingslane.com for review and guidance. Include the PO number(s) and a description of the issue. Exceptions include:

- A different carrier or ship method is needed (for example, an item is too large to ship via parcel).
- Partial shipments, back orders, delays or cancellations.
- Missing or incorrect BOLs or labels, or a missed or rescheduled pickup.
- Anything else that doesn't fit the steps in this guide.

Vendor Management LTL BOL and label requests, carrier and ship method changes, exceptions, chargebacks, general questions.
E: vendormanagement@onekingslane.com

LTL Carrier Contacts Issues with LTL order pickups and Bill of Lading documents.
Metro: OKL.SUPPORT@gomwd.com | Maersk/Pilot: ed.domestic.us@maersk.com

CommerceHub / Rithum Questions and support for the Rithum system.
E: customersupport@rithum.com | P: 1-844-HubHelp

One Kings Lane now sends automated email notifications to keep you informed about returns and customer claims involving your products. All notifications come from vendormanagement@onekingslane.com. This guide explains each notification, what it means, and what we need from you, so returns and claims are resolved quickly and accurately.

Return shipment and delivery confirmation notices are sent only when a return has been authorized and shipped back to you, including one-off returns approved outside your standard return policy. Credit memo requests and claim notifications may apply to all vendors.

01 NOTIFICATIONS AT A GLANCE

NOTIFICATION	SUBJECT LINE BEGINS WITH	WHAT WE NEED FROM YOU	PLEASE RESPOND
Return shipment notice	OKL Return Shipment – RMA ...	No action needed. Informational only.	Only if there's an issue
Delivery confirmation	Please confirm receipt – OKL Return RMA ... (reminder: "Reminder: please confirm receipt...")	Confirm receipt and whether the return is accepted. If not accepted, give the reason, with photos for carrier damage, if applicable. Provide a credit memo, if applicable/available.	Within 3–5 business days
Credit memo request	Credit memo request – OKL PO ... / RMA ...	Provide a credit memo for the return, or tell us why a credit isn't due.	Within 30 days
Claim notification (Damaged or Defective)	OKL Claim Notification – PO...	Review the claim details and images, then follow the Action Requested in the email.	Within 3–5 business days

Need to say more than the email allows, or prefer to talk it through? You can always contact vendormanagement@onekingslane.com directly. Please include the OKL RMA, PO or Claim ID.

02 RETURN SHIPMENT NOTICE

Sent when a One Kings Lane return has been booked with a carrier and is on its way to you. It lists the OKL RMA and PO, your RMA (if you provided one), the carrier and tracking/PRO number, and the items in the shipment, using **your** SKU.

NO ACTION REQUIRED

This notice is for your information. Please reply or contact vendormanagement@onekingslane.com only if there's a problem receiving the shipment, such as a refused delivery or an address issue.

From One Kings Lane Vendor Management
<vendormanagement@onekingslane.com>
Subject **OKL Return Shipment – RMA RA1234567-001 – FedEx**
888888888888

Hello,

A One Kings Lane return has been booked and is on its way to you.

OKL RMA: **RA1234567-001**

OKL PO: **PO01234567**

Your RMA: **R-55821**

Carrier: **FedEx**

Tracking / PRO #: **888888888888**

Ship date: 2026-10-20

Your SKU	Item	Qty
7883	Sample Accent Chair	1

We'll follow up once the carrier shows it delivered. Please let us know if there are any issues receiving this shipment.

Thank you,
One Kings Lane Vendor Management

Figure 1. Return shipment notice (sample data).

03 DELIVERY CONFIRMATION

Sent once the carrier shows the return as delivered to you. We need to know that it arrived and whether you accept it, so we can close out the return and, where applicable, the credit.

PLEASE RESPOND WITHIN 3-5 BUSINESS DAYS If we haven't heard back after 3 business days, you'll receive a reminder.

From One Kings Lane Vendor Management
<vendormanagement@onekingslane.com>
Subject **Please confirm receipt – OKL Return RMA**
RA1234567-001

Hello,

The carrier shows this One Kings Lane return as delivered to you.

OKL RMA: **RA1234567-001**
OKL PO: **PO01234567**

Carrier: **FedEx**
Tracking / PRO #: **888888888888**
Delivered: 2026-10-23

Your SKU	Item	Qty
7883	Sample Accent Chair	1

Please let us know how it arrived using the one-time link below. It takes about a minute and needs no login. You can attach the credit memo there too.

Confirm receipt **1**

If the button doesn't work, copy this link: <https://claims.onekingslane.com/confirm?t=...>
Or simply reply to this email. **2**

Figure 2. Delivery confirmation email (sample data).

- 1 Confirm receipt:** opens the confirmation page (Figure 3). No login is needed.
- 2 Or reply to the email** with the same information if you prefer.

ONE KINGS LANE

Confirm receipt of a return

The carrier shows this One Kings Lane return as delivered on 2026-10-23. Please let us know how it arrived.

OKL RMA RA1234567-001
OKL PO P001234567
Tracking FedEx 888888888888

How did it arrive? **A**

☒ Received and accepted, in the expected condition

☐ Received, but there is a problem (damage, missing pieces, wrong item)

☐ Not accepted / refused

Date received **B**

Credit memo number (optional) **C**

Credit memo / Photos (optional) **D**

Notes (optional)

Your name

Submit

This link works once and expires 11/22/2026.

Figure 3. The confirmation page (simplified, sample data).

Completing the confirmation page

- A How did it arrive?** Choose one option:
 - Received and accepted:** the return arrived in the expected condition.
 - Received, but there is a problem:** for example damage, missing pieces or the wrong item. Please attach photos and describe the problem in Notes.
 - Not accepted / refused:** choose the reason: *Damaged in transit, Item damaged or not as described, Packaging not acceptable, Return not authorized or Other* (with a short description).
- B Date received:** filled in with the carrier's delivery date. Correct it if needed.
- C Credit memo number:** if a credit applies and you've already issued it, enter the number here. You can also send it later (Section 04).
- D Attachments:** attach the credit memo and/or photos (PDF or photo files, up to 10 files, 10 MB each). Then enter your name and click **Submit**.

The link works once and expires after 30 days. If it has expired, or you need to change an answer you've already submitted, simply reply to the email or contact vendormanagement@onekingslane.com.

CARRIER DAMAGE ON A RETURN

- **Inspect the shipment at delivery.** If there is visible damage, **note it on the carrier's delivery receipt before signing** (for example, "2 cartons crushed, item damaged"). A clean signature makes a carrier damage claim much harder to pursue.
- **Take photos**, if possible, of:
 - the outer packaging, from all sides
 - the carrier labels
 - close-ups of the damage
 - the item itself
- On the confirmation page, choose **Received, but there is a problem** or **Not accepted / refused → Damaged in transit**, and attach the photos.

04 CREDIT MEMO REQUEST

Sent to request a credit memo to One Kings Lane for a return. When we know it, the email states the expected credit amount. You may receive a credit request when:

- **A return was sent back to you** and has been received and accepted.
- **An item was disposed of** rather than returned, per your return policy. In this case nothing is shipped back to you.
- **The customer kept the item** and accepted a partial refund (an appeasement). In this case nothing is shipped back to you either.

PLEASE RESPOND WITHIN 30 DAYS

- **Reply with the credit memo number**, or attach the credit memo, referencing the OKL PO and RMA.
- **Disagree that a credit is due?** Email vendormanagement@onekingslane.com with the reason you're disputing the request.

We'll continue to follow up until we receive either the credit memo or a reason why a credit doesn't apply.

From One Kings Lane Vendor Management
<vendormanagement@onekingslane.com>
Subject **Credit memo request – OKL PO PO01234567 / RMA RA1234567-001**

Hello,

The item(s) below were returned to you and delivered on 2026-10-23. Please issue a credit memo to One Kings Lane for **\$249.00**, referencing our PO and RMA.

OKL RMA: **RA1234567-001**

OKL PO: **PO01234567**

Your RMA: **R-55821**

Your SKU	Item	Qty
7883	Sample Accent Chair	1

Reason for return: Damaged

Please reply with the credit memo number, or let us know if anything is needed from us.

Thank you,
One Kings Lane Vendor Management

Figure 4. Credit memo request (sample data).

05 CLAIM NOTIFICATIONS

When our customer service team is notified of a **damaged** or **defective** item, we share the claim with you, along with any available images (attached to the email). The notification lists the PO, your SKU, the quantity, the carrier and tracking number, the claim type and the **Claim ID**.

PLEASE RESPOND WITHIN 3-5 BUSINESS DAYS

The **Action Requested** depends on the claim type:

Damaged	Review the attached images and advise on any packaging or handling changes that could help prevent similar damage going forward.
Defective	Review your remaining inventory for similar defects, and advise us on the potential for a replacement, credit memo or alternative resolution.

To respond, reply to the email and reference the **Claim ID**.

From

One Kings Lane <vendormanagement@onekingslane.com>

Subject

OKL Claim Notification - PO01234567

Attached

claim_photo_1.jpg

claim_photo_2.jpg

Hello all,

Our customer service team was recently notified of a potential damage/ defective claim associated with the purchase order and SKU listed below. In our ongoing effort to improve communication and transparency with our suppliers, we have shared these details with you along with any available images related to this claim.

Purchase Order	PO01234567
Vendor SKU	7883
Quantity	1
Carrier	FedEx
Tracking Number	888888888888
Claim Type	Damaged
Claim ID	1234

Action Requested (please respond within 3-5 business days):

Please review the attached images, and advise on any packaging or handling changes that could help prevent similar damage going forward.

We appreciate your time and attention to this matter. If you have any questions, concerns, or feedback, please reply to this email and reference the claim ID above.

Sincerely,
One Kings Lane
Vendor Support

Figure 5. Claim notification for a damaged item (sample data).

06 QUESTIONS & SUPPORT

Vendor Management	Questions about any return or claim notification, credit memo disputes, or anything that needs a more detailed response than the email allows. Please include the OKL RMA, PO or Claim ID. E: vendormanagement@onekingslane.com
-------------------	---