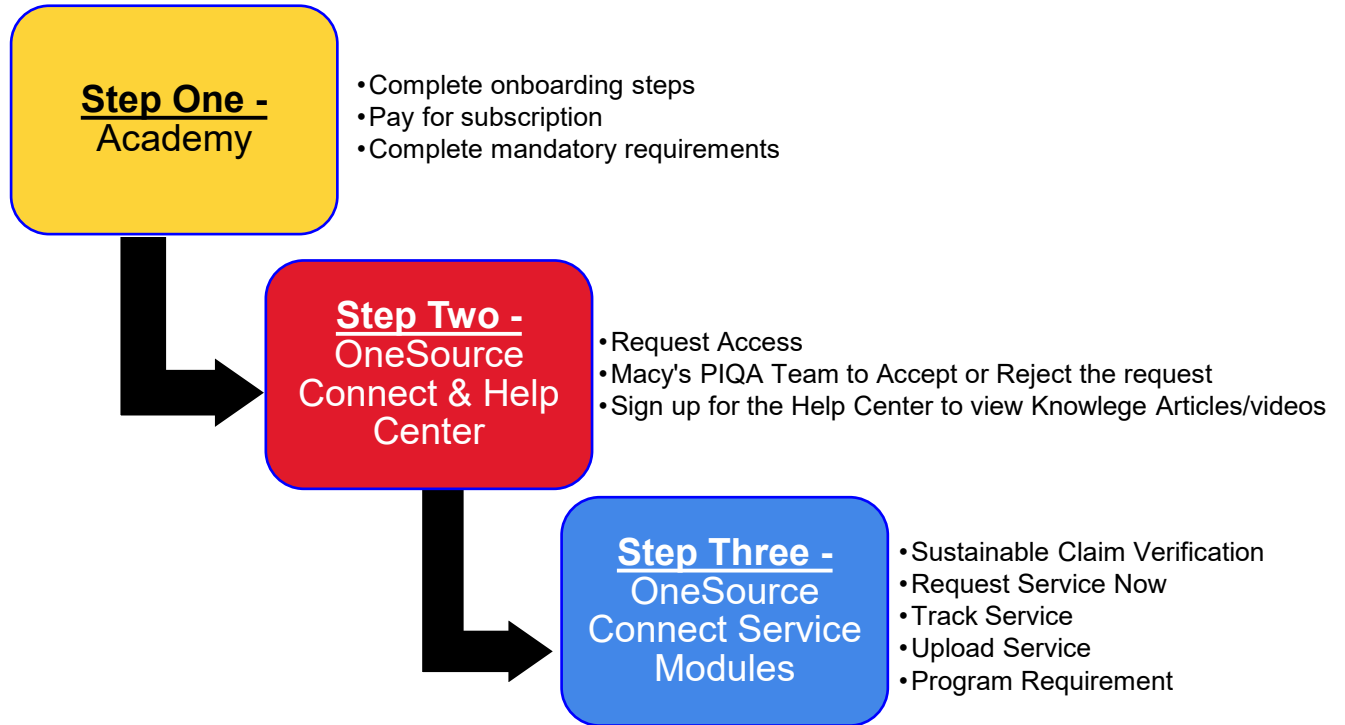


SOP Number: ESOP0071V2	Title: Academy and OneSource Connect Guide	
Implementation Date: 8/6/2025	Final Document	Revision Date: 03/24/2026

Contents

- 1. Step One - Academy 3
 - 1.2 User Sign-up Guide..... 3
 - 1.3 Invitation, Registration and Reminders 3
 - 1.4 Account Creation..... 3
 - 1.5 Accessing the Platform **UPDATE** 3
 - 1.6 Terms of Service and Password Reset..... 4
 - 1.7 Subscribe and Complete Payment **UPDATE** 5
 - 1.8 Complete the Macy's Supply Sync - Entrance Course 7
 - 1.9 Frequently Asked Questions (FAQ) 7
 - 1.9.1 What's included? 7
 - 1.9.2 Who should be joining this training program? 7
 - 1.9.3 Can learners choose their system interface preferable language? 8
 - 1.9.4 Who should I contact if I have questions during the training? 8
- 2. Academy Learner Guide 9
 - 2.1 What does a Course look like? 9
 - 2.2 How to find and start a Course? 10
 - 2.3 How to view a Document? 12
 - 2.4 Where can I find my files?..... 13
 - 2.5 How to Receive Notification from Academy?..... 14
- 3. Step Two - OneSource Connect..... 15
 - 3.1 How to Request Access to Macy's Supply Chain 15
 - 3.2 OneSource Connect Help Center 18
 - 3.2.1 How to Register..... 18
- 4. Step Three - OneSource Connect Service Modules20



Click on each step to bring you to that section

1. Step One - Academy

1.2 User Sign-up Guide

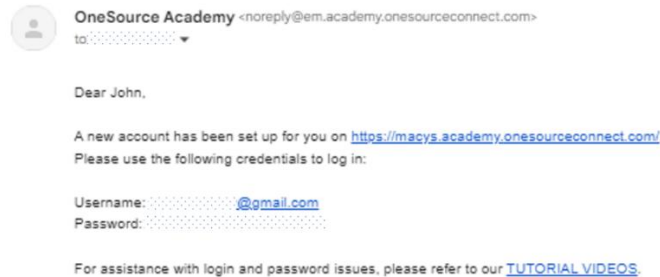
Welcome to Academy, your gateway to professional development and skill enhancement. The following steps will give you access to all Macy's content and courses available on Academy.

1.3 Invitation, Registration and Reminders

Macy's will send out an invitation letter and **FM0095 OneSource Registration Form** for the user to fill in and send back with the account holder's information. The user has 48 hours to complete the registration form.

1.4 Account Creation

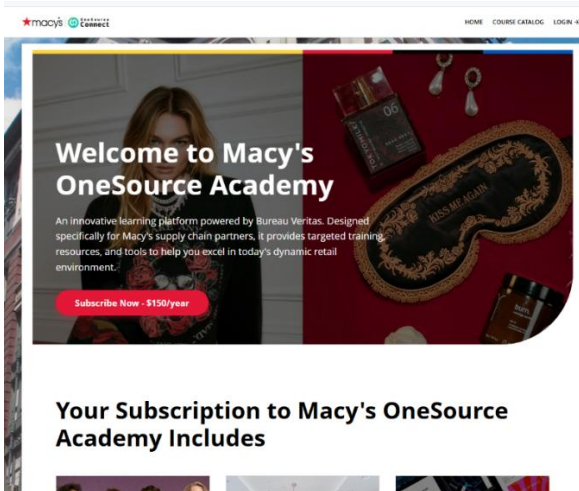
After filling out the registration form, allow 1 day for your account to be created on the system. Once your account is created, you will receive an automated email with your login credentials.



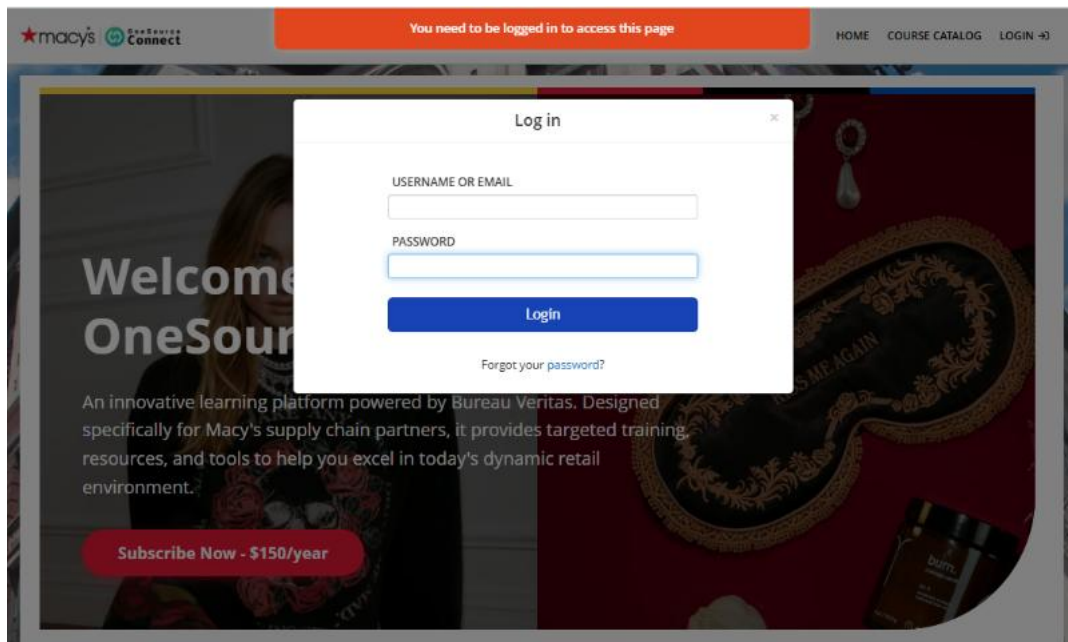
1.5 Accessing the Platform



- Go to: <https://macys.academy.onesourceconnect.com>
- On the homepage, click **"Subscribe Now – \$150/year"**



- A login window may appear, enter your **username or email** and **password**, then click **“Login.”**



1.6 Terms of Service and Password Reset

- Upon logging in, you will be presented with the "Terms of Service." Carefully review the terms and click on "Accept" to continue to your account.

Terms of Service

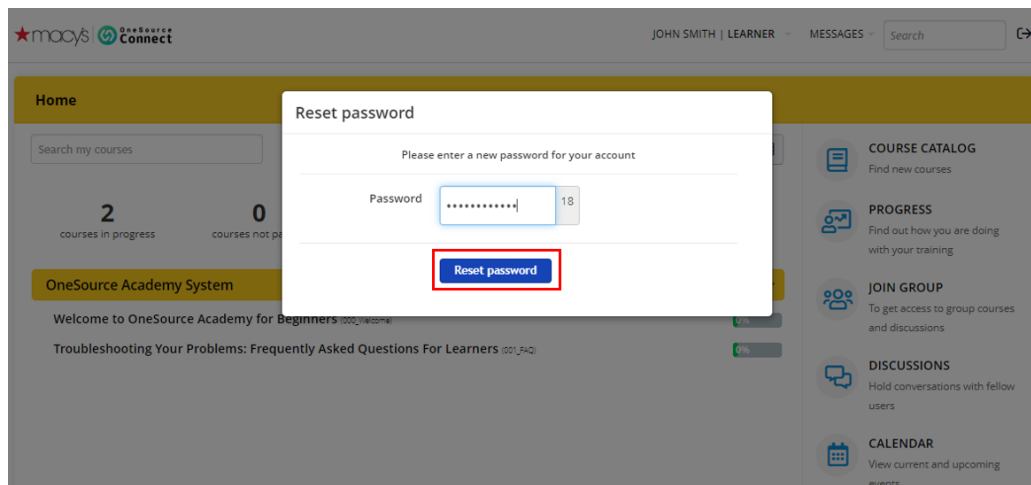
Use of the BVOneSource site, available via <http://www.bvonesource.com>, inclusive of any associated offline components (the "Site"), is governed by these Terms and Conditions. The Site is owned by Bureau Veritas Consumer Products Services, through its entity Bureau Veritas Hong Kong Limited ("BVCPS"). An individual accessing and using this Site ("You") may only do so if he or she is an authorized user ("User") who has been supplied a user identification and password by BVCPS's client (the "Client"), or by BVCPS at such Client's request.

In return for gaining access to the Site and using it, You confirm that You have carefully reviewed and agree to be bound by the following Terms and Conditions without limitation or qualification. By providing Your e-mail address to log in to the Site, You provide your consent for BVCPS to process that personal data for the purpose of allowing You to log in and allowing BVCPS to send You e-mail communications for business purposes through any of the Site's applications. If You are not an authorized User and/or You do not intend to be legally bound by these Terms and Conditions and/or You oppose BVCPS's processing of your e-mail address, do not access and use the Site. To the extent that You are subject to a separate written agreement between BVCPS and a Client governing Your use of the Site, such agreement shall control.

BVCPS reserves the right to change these Terms and Conditions and to make changes to any of the products or programs described in the Site at any time without notice or liability. Any such revisions are prospectively binding on You and therefore You should periodically visit this page when You use the Site to review the then current Terms and Conditions that bind You.

Accept

- As a first-time user, you will be prompted to reset your password. Follow the on-screen instructions to set a new, secure password for your account.

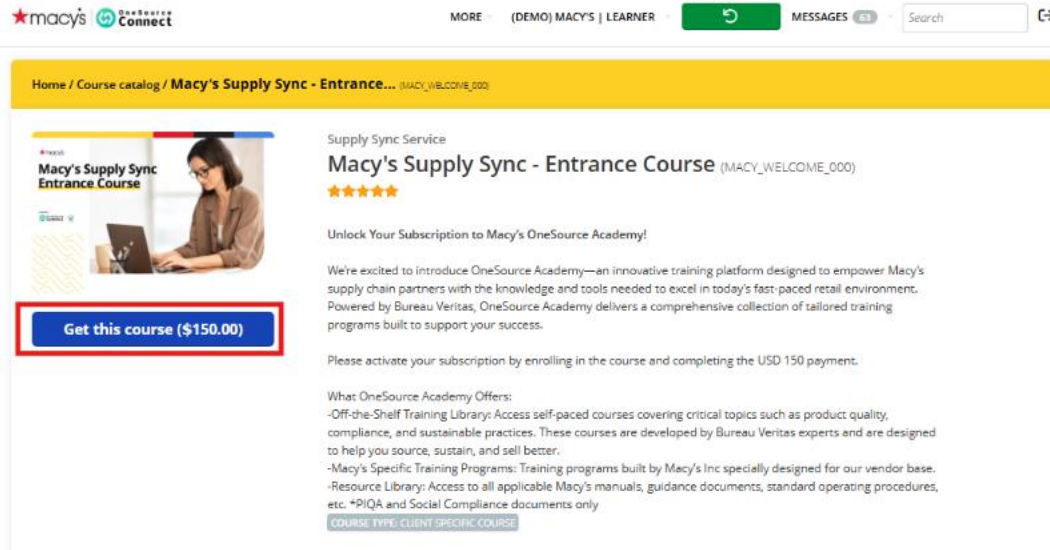


1.7 **Subscribe and Complete Payment**

UPDATE

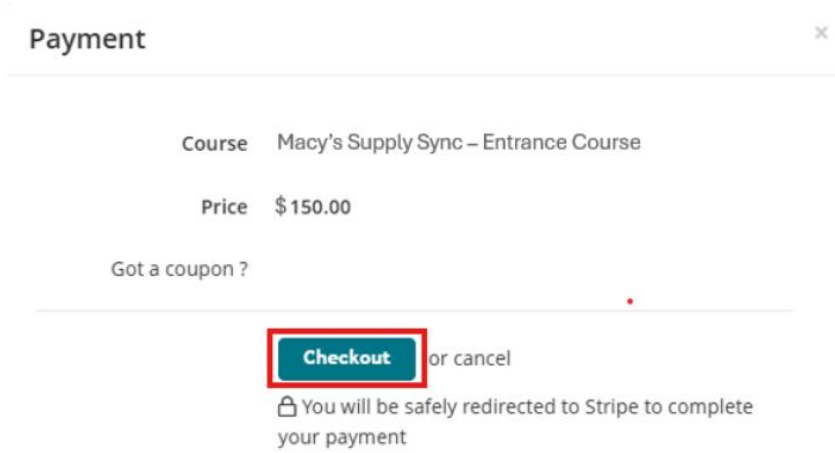
After successfully logging in, you will be redirected to the **Macy's Supply Sync – Entrance Course** page.

- Click **“Get this course.”**

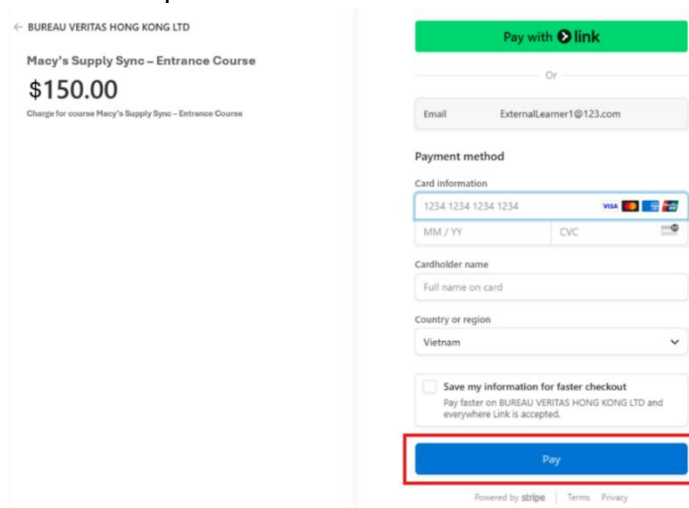


macys inc		
SOP Number: ESOP0071V2	Title: Academy and OneSource Connect Guide	
Implementation Date: 8/6/2025	Final Document	Revision Date: 03/24/2026

- A payment window will pop up. Click on "**Check out**" to proceed with the payment.



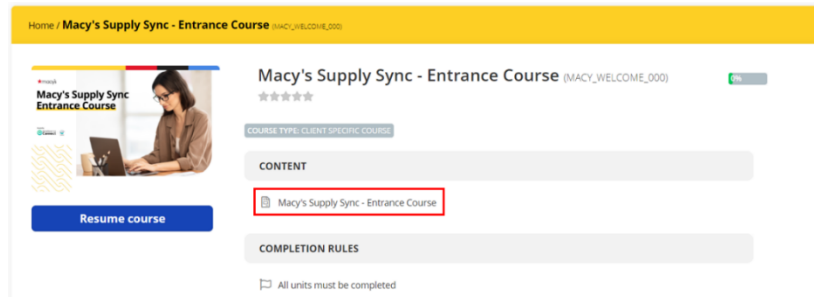
- You will be directed to **Stripe** to complete the payment for the “**Macy’s Supply Sync – Entrance Course.**”
 - The cost of **each** subscription is \$150 USD annually.
 - Enter your credit card details in the appropriate fields and click “**Pay**” to finalize the transaction.
 - A subscription is specified to a person/email address. If you would like more than one person to have an account, another subscription is required. For questions regarding payment, please work with SupportAcademy@bureauveritas.com.
 - **Note:** Suppliers/Manufacturers who have not completed registration and payment after the deadline, will be suspended from Bureau Veritas OneSource Connect and will have no access to the testing and inspection platform until registration is complete.



SOP Number: ESOP0071V2	Title: Academy and OneSource Connect Guide	
Implementation Date: 8/6/2025	Final Document	Revision Date: 03/24/2026

1.8 Complete the Macy's Supply Sync - Entrance Course

Once the payment is completed, you will be directed back to the course. You can click on the content of the course, then click on **"Complete"** to complete the course.



Completing the **"Macy's Supply Syn - Entrance course"** means you have completed signing up to Macy's Academy. Please wait for Macy's team to assign courses and materials to you.



1.9 Frequently Asked Questions (FAQ)

1.9.1 What's included?

The **Macy's Academy** will consist of an entrance course (Part 1) and 40+ courses, documents (Part 2), which are sorted into 10 categories. You must complete payment to pass the entrance course before accessing the other content.

1.9.2 Who should be joining this training program?

- **Phase 1 - October 1, 2024**
 - **Suppliers** - All vendors producing Private Brand product for Macy's, Backstage & Bloomingdale's regardless of how the product is sourced or imported.
 - **Manufacturers** - QA lead Factories of Direct import vendors.
 - **Mills**
- **Phase 2 – beginning 2025**
 - **Manufacturers** – QA-lead for all factories

1.9.3 Can learners choose their system interface preferable language?

Yes, please contact SupportAcademy@bureauveritas.com to request for your preferable system interface language. Without requesting, your system interface language will be either the language you've chosen on the Registration Form or English by default.

1.9.4 Who should I contact if I have questions during the training?

For questions regarding the system and technical troubleshooting, please contact: SupportAcademy@bureauveritas.com.

For questions regarding Macy's content and program, please contact producttesting@macys.com

2. Academy Learner Guide

2.1 What does a Course look like?

- **Important:** A course refers to the name of the topic that Macy's wants you to stay updated. Each course contains documents related to that topic.
- When entering a course on Macy's Academy, you will find the following elements on the course content page:
 - **Course Name & Rating:** The name of the course is displayed at the top of the page. You can give a rating to the course based on your experience and satisfaction with the content.
 - **Course Content:** The content of the course is organized into modules and units.
 - **Course Files:** The files are divided into downloadable units.
 - **Completion Rules:** The completion rules for the course are displayed, which may include completing all units or passing a specific test.
 - You can view the learning progress of your course (1), which will show X% completion. You can start the course by clicking on **Start Course** (2).

Home / Macy's Sandbox course (DEMO_MACY_001)

Macy's Sandbox course (DEMO_MACY_001) **Course Name and Rating** 5 stars 71%

Start Course

CONTENT

- ✓ MACYS SOP SAMPLE 1.pdf
- ✓ MACYS SOP SAMPLE 2.pdf
- ✓ MACYS SOP SAMPLE 3.pdf
- ✓ SOP Quiz
- ✓ Survey
- Introduction
- MACYS SOP SAMPLE 3.pdf (clone)

FILES

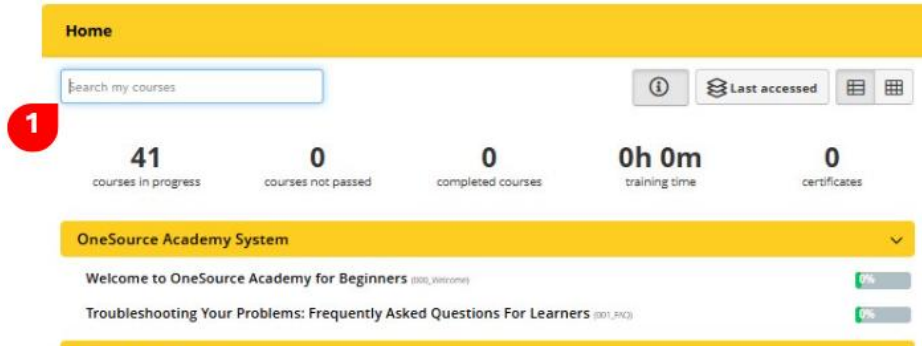
- PDF MACYS SOP SAMPLE 1.pdf
- PDF MACYS SOP SAMPLE 1.pdf
- PDF MACYS SOP SAMPLE 2.pdf
- PDF MACYS SOP SAMPLE 2.pdf
- PDF MACYS SOP SAMPLE 3.pdf
- PDF MACYS SOP SAMPLE 3.pdf
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COMPLETION RULES

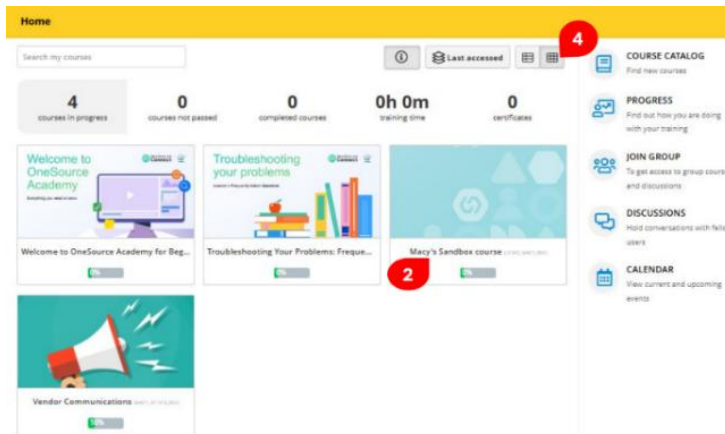
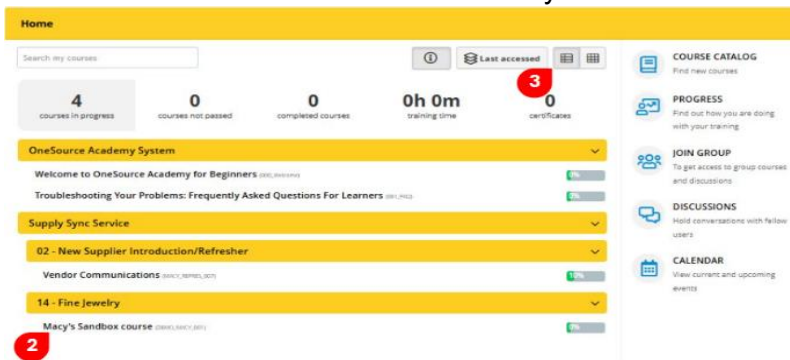
- ☐ All units must be completed

2.2 How to find and start a Course?

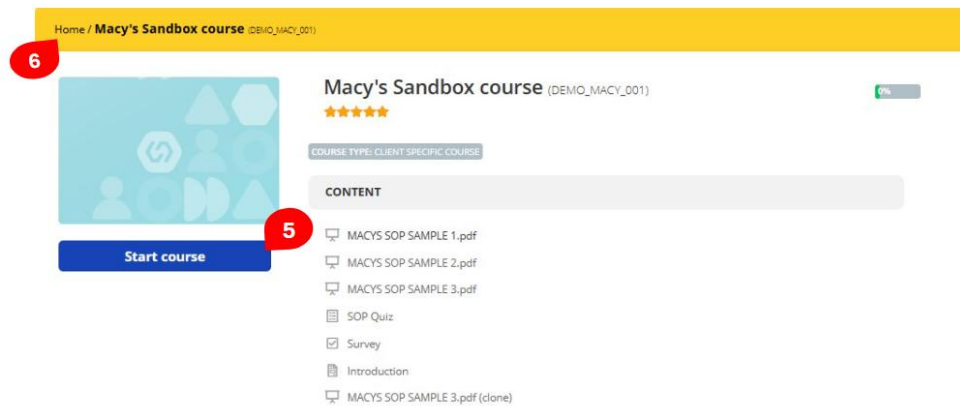
- To find a course on Macy's Academy, you can **search** (1) for courses using keywords.



- To start a course on the platform, let's follow the steps below:
 - Click on Course:** On your homepage, click on the **course** (2) you would like to take. You can choose interface between **the list view** (3) or **the grid view** (4) to display the available courses.
 - Important:** It is Macy's recommendation that you select **the List view** (3) interface for a convenient view of all your courses.

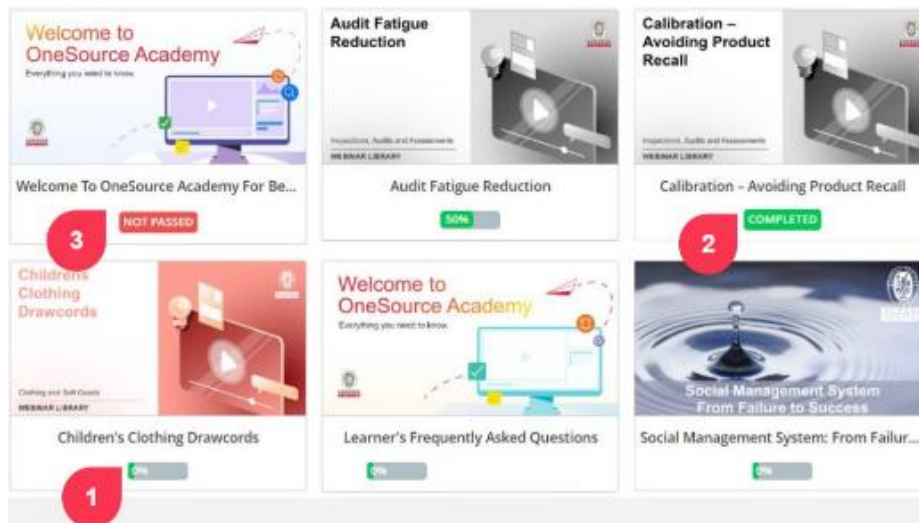


- **Start Course:** Once you have selected the course, click on the "**Start Course**" button (5) to begin your learning. The course will open, and you can start going through the content.
- **Return to Homepage:** If you want to go back to your homepage, click on the **Home** (6) on the top navigation bar.



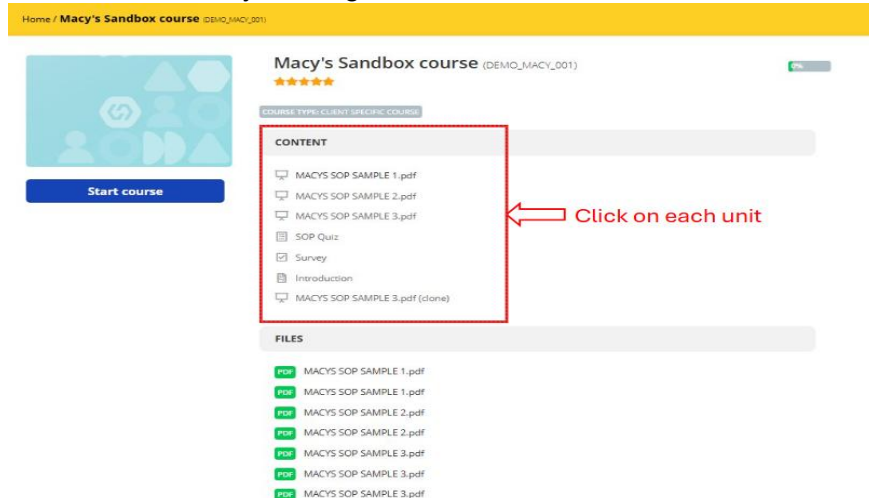
- **Course Status:** Not Started/Not Passed/Completed
 - **Throughout your learning journey, you can track the status and progress of your course.** Here are the three possible statuses:
 - **Noted Started:** This means you have not clicked on "Start the course" yet. Once you click, the status will indicate the progress percentage, starting from 0% and increasing until it reaches 100%.
 - **Not Passed:** If you fail a test or assignment, the unit status will be marked as "Not Passed". This means your overall course status will also be "Not Passed." You will need to wait for your instructor or our support team to update the status before you can continue. Please keep in mind that for courses designed for our clients, we may need confirmation from the client before resetting tests for learners.
 - **Completed:** When you have completed all units, and passed all tests and assignments, you can mark the course as "Completed." This status may unlock additional courses in your learning path if there are any restricted courses.

SOP Number: ESOP0071V2	Title: Academy and OneSource Connect Guide	
Implementation Date: 8/6/2025	Final Document	Revision Date: 03/24/2026



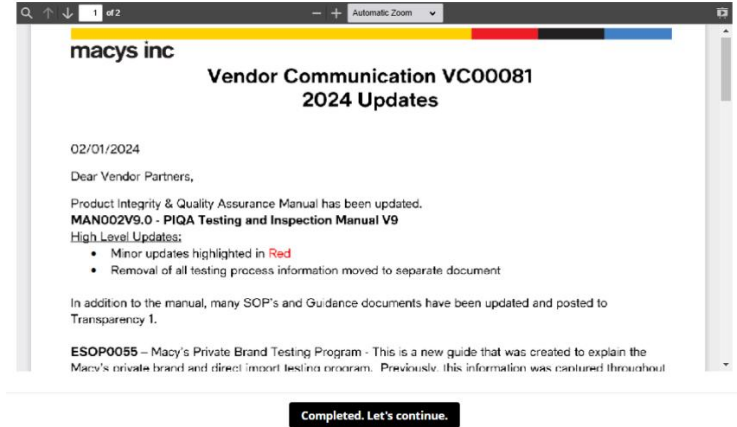
2.3 How to view a Document?

- **Important:** Each course contains multiple documents. These documents within the course are referred to as "unit". Each unit stores a document.
- Once you have selected a course, you can select the units you need to view in Course Content by clicking on each unit.



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SOP Number: ESOP0071V2	Title: Academy and OneSource Connect Guide	
Implementation Date: 8/6/2025	Final Document	Revision Date: 03/24/2026

- The document in each unit is in a reading page format. You can view and go through the content and click **"Complete. Let's continue."** to complete the unit.

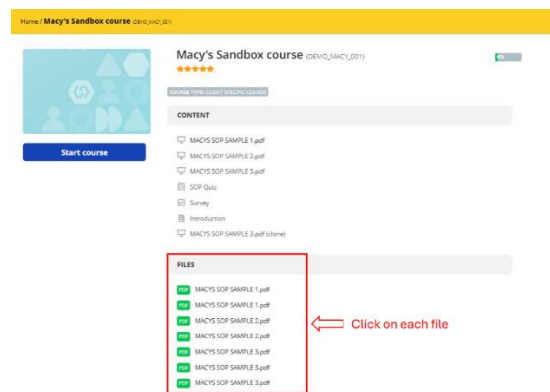


- Unit Status**
 - Inside a course interface, when you have completed a unit, there will be a tick next to that unit. When there is no tick, it means you have not yet started or completed that unit.



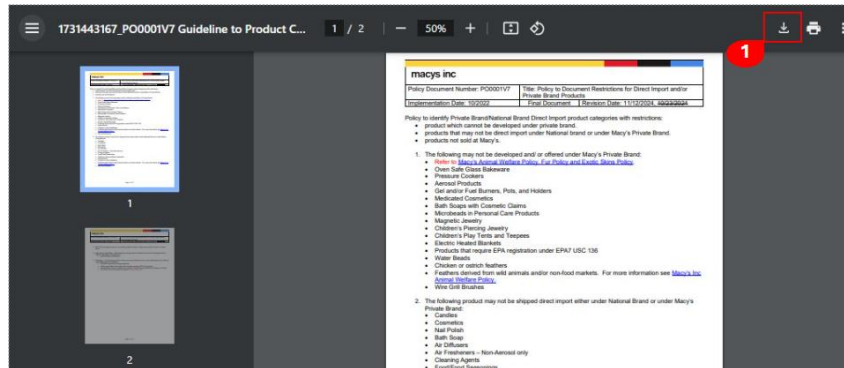
2.4 Where can I find my files?

- You can find the files inside a Course:
 - Select a file:** In a Course, at **Files**, select each of the files you need to view or download.



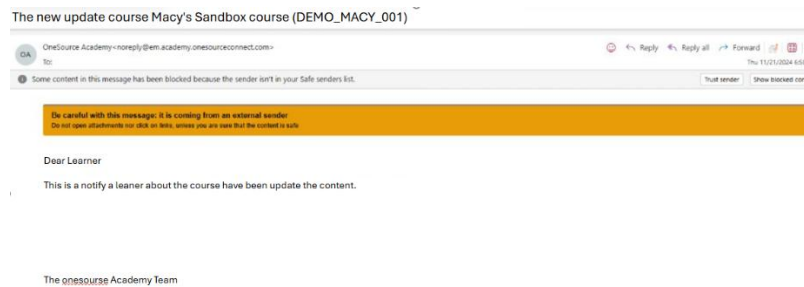
SOP Number: ESOP0071V2	Title: Academy and OneSource Connect Guide	
Implementation Date: 8/6/2025	Final Document	Revision Date: 03/24/2026

- **Download a File:** Click on the "Download" button (1). The file will be downloaded to your device.



2.5 How to Receive Notification from Academy?

- Macy's might use the system to notify you when there is a new document released or updated. Each time, you will receive an email from the system as follows:



- **Important:** Please inform your IT and make sure that this email address is whitelisted: noreply@em.academy.onesourceconnect.com Macy's Academy notification.



Do not proceed to Step Two – OneSource Connect until Step One is completed.

3. Step Two - OneSource Connect

3.1 How to Request Access to Macy’s Supply Chain

1. Go to [OneSource Connect](#)
2. Click the "Sign up now" button to access OneSource Connect.

3. Navigate to “Manage Supply Chain“ function, Under “Retailers I Supply to“ click “Link To Retailer“ button

4. In the pop up window, you can search the retailer by “Retailer Company Name” or “Retailer Identification Code.”
 1. **Search By Retailer Company Name**
 1. Enter “retailer company name” and “country/region” (optional)(1)
 2. Click “Search“ button(2)
 3. In the search results, Macy’s to link to
 4. Macy’s will be displayed on the right panel(3).

5. Click "Link" button to proceed(4).

The screenshot shows a 'Link To Retailer' dialog box. On the left, there are search options: 'Retailer Company Name' (selected) and 'Retailer Identification Code'. Below this is a text field for 'Retailer Company name' containing 'PrecisionTech Inc' (marked with a yellow circle '1'). Underneath is a 'Country/Region' field (marked with a yellow circle '2') and a 'Search' button. A search results list (marked with a yellow circle '3') shows 'PrecisionTech Inc' with the address '1000#, AAA ROAD, BENGBU, ANHUI, China'. On the right, a 'Selected Company (0)' panel shows a 'No Data' message. At the bottom right are 'Cancel' and 'Link' buttons.

This screenshot shows the same 'Link To Retailer' dialog box. The search results list is now empty. The 'Selected Company (1)' panel on the right now displays 'PrecisionTech Inc' with the address '1000#, AAA ROAD, BENGBU, ANHUI, China'. The 'Link' button at the bottom right is highlighted in green and marked with a yellow circle '4', indicating it is the next step in the process.

2. Search By Retailer Identification Code

1. Input retailer Identification Code(1), please contact
 1. **Macy's Identification Code: 77f5b0fb7ce0602d**
2. Click "Search" button(2).
3. In the search results, select Macy's to link (3)
4. On the right panel, Click "Link" button to proceed(4).

The screenshot shows a 'Link To Retailer' dialog box. On the left, under 'Search by:', the 'Retailer Identification Code' radio button is selected. The 'Input Retailer Identification code' field contains '1250050347012165632'. A yellow circle '1' is next to the input field, and a yellow circle '2' is next to the 'Search' button. Below the input field, a search result for 'PrecisionTech Inc' is displayed with its address: '1000#, AAA ROAD, BENGBU, ANHUI, China'. A yellow circle '3' is next to this result. On the right, the 'Selected Company (0)' panel shows 'No Data'. At the bottom right, the 'Link' button is highlighted with a yellow circle '4'.

This screenshot is identical to the previous one, but the 'Link' button at the bottom right is now highlighted with a yellow circle '4', indicating the final step of the search process.

5. After requesting to link to Macy's, the system will generate a request record, and Macy's admin will be notified. Macy's company admin will need to approve the request before you can proceed with the next step.

3.2 OneSource Connect Help Center

The OneSource Connect Help Center contains Knowledge Articles and videos for tasks and processes related to the services offered on OneSource Connect. To register to the Help Center, follow the steps below.

3.2.1 How to Register

1. Go to [OneSource Connect Help Center](#)
2. Enter your email address

OneSource Connect Help center

Welcome to OneSource Connect Help Center
Please sign-in if you already have an account, or register a new account by email

Enter your email to log in or sign up

Email address

Next

3. Click "Next"
4. Select "Sign up with password"

← Back

OneSource Connect Help center

Sign up to continue

Email address

Sign up with password

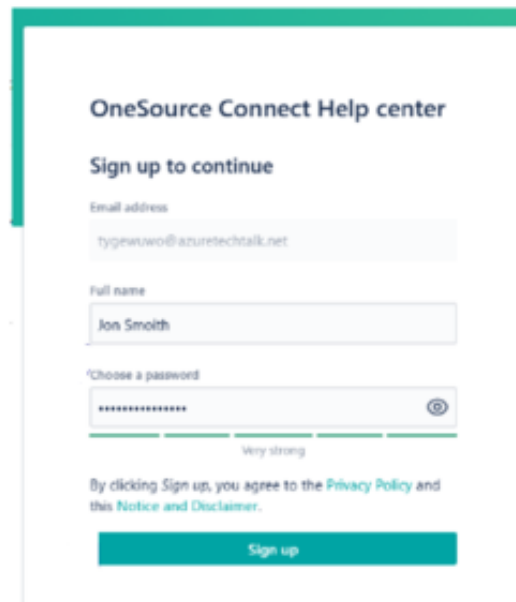
SOP Number: ESOP0071V2	Title: Academy and OneSource Connect Guide	
Implementation Date: 8/6/2025	Final Document	Revision Date: 03/24/2026

5. Check your inbox for the activation email from OneSource Connect help center, and click “sign up”



6. Enter your name and define a password

7. Click “Sign up” when you are done



SOP Number: ESOP0071V2	Title: Academy and OneSource Connect Guide	
Implementation Date: 8/6/2025	Final Document	Revision Date: 03/24/2026

STOP Do not proceed to Step Three - OneSource Connect Service Modules until Step One and Two are completed.

4. Step Three - OneSource Connect Service Modules

- Macy’s Inc. uses OneSource Connect (OSC) to book, communicate and store all test reports and most inspection reports, validate sustainable claims and store program requirements.
- The OneSource Connect Help Center Knowledge Articles/videos linked below are to help guide you through most tasks and processes on the platform.
- Please visit the [OneSource Connect Help Center](#) page to search for more specific topics.
- If you need additional technical assistance with the platform, please create a help ticket using One Source Connect Support link here - <https://www.support.onesourceconnect.com/servicedesk/customer/portal/15/group/-1>

OneSource Connect Service Module	Task/Process	Knowledge Article/Video Link
Sustainable Claim Verification	Sustainable Claim Verification	Sustainable Claim Verification User Guide
		Refer to SP0001 – Macy’s Private Brand Sustainable Claim Verification in Academy for step by step submission instructions
		Refer to SP0005 – Macy’s Private Brand Footwear Sustainable Claim Verification in Academy for step by step submission instructions
Request Service Now	Placing a Booking	Understanding the Booking Module
		Booking an order with OneSource Connect (Video)
		How to edit an Order
		How to cancel an order
		How to change a service date
		How to request a re-inspection
		How to copy an order
		How to request Sample Collection
Track Service	Tracking My orders	Tracking my reports and orders (Video)
		How to Track My Services Within OneSource Connect
		Adding Columns to My View
		Receiving Email Notifications for Failed Reports
		Searching for Specific Records
		Filtering my orders

SOP Number: ESOP0071V2	Title: Academy and OneSource Connect Guide	
Implementation Date: 8/6/2025	Final Document	Revision Date: 03/24/2026

	Corrective Action Plans	Managing a Corrective Action Plan (CAP)
Upload Service	Integrating my program data	Upload your Testing reports data in OneSource Connect (Use this for Assortment forms)
Program Requirement	Protocols and documents management	Download Testing Protocol Document
		Search Testing Protocol records