



Vendor Logistics/Shipping Manual

This manual is and at all times shall remain the property of the L&T it is designed and intended for use by the vendor's Shipping/Logistics departments. It is delivered solely for the purpose of performance of any L&T purchase orders on the express condition that neither the manual nor the information contained herein shall be disclosed to others. This manual may be reproduced for your company's internal use in performing Imports L&T purchase orders. This manual and any copies thereof shall be returned to the L&T or destroyed in the event you cease receiving or filling L&T purchase orders or in the event you receive a subsequent edition of the manual. These obligations shall survive the cancellation, termination or completion of any L&T purchase orders.

UPON RECEIPT OF THIS MANUAL ALL PREVIOUS LOGISTICS/SHIPPING MANUALS MUST BE DESTROYED

8.15.13

IMPORTANT INFORMATION:

The Lord & Taylor Vendor Relations / Accounts Payable Helpdesk department is designed to offer all the vendors the most professional, accurate and courteous service possible.

Please note, effective August 20, 2013, the existing AP Helpdesk phone numbers 1-631-267-4646 and 1-612-605-0287 will no longer be valid.

The new AP Helpdesk phone numbers will be 1-703-404-9129 or 1-612-216-7340.

All questions should be directed to the Lord & Taylor AP Helpdesk at the phone numbers above.

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1 To Our Vendors

Welcome to Lord & Taylor, LLC dba Lord & Taylor! We would like to take this opportunity to express our thanks for entering into a partnership with us. Lord & Taylor has endeavored to elevate our place within the retail market, and we will continue this success by partnering with vendors such as you.

One important component of this success is our state of the art Distribution Center. The facility has been designed to place your product on our sales floor in the least amount of time possible. It is the cooperation and support of our vendors that has made this process a rewarding experience for all involved.

We have assembled this book in order to make your introduction to Lord & Taylor as seamless as possible. Lord & Taylor expects our vendors to support us by shipping merchandise “floor ready,” trading with our required EDI transactions, and following our Transportation, Packing and Invoicing guidelines. Enclosed you will find important information regarding several aspects of electronic data transfer, shipping, and accounts payable. Please take a moment to read through this information completely and carefully. If you have any questions regarding this material, we have provided a comprehensive contact list so that you may quickly locate the person who will be most able to assist you.

There are several forms that we are requesting that you complete in conjunction with the buyer. These will ensure that all the information on our systems is both accurate and complete.

We look forward to doing business with you long into the future. Please do not hesitate to call on us for any assistance that you might need as you prepare to ship your first order.



2 Lord & Taylor Contacts List

Lord & Taylor Vendor Assistance Contacts		
Contact	Telephone/E-mail	Area of Responsibility
Gail Beebe	(570) 821-6394 Gail_Beebe@lordandtaylor.com	Supply Relationship Manager <ul style="list-style-type: none"> • EDI and Floor Ready questions • Hanger/ticket information • New Vendor information • Compliance issues
Gilbert Miller	(905) 792-4480 Gilbert.Miller@HBC.com	Sr. Manager Supply Relationship Manager

Lord & Taylor Transportation		
Contact	Telephone/E-mail	Area of Responsibility
Craig Mahmod	(570) 821-6235 Traffic.LT@lordandtaylor.com	Supervisor of Transportation <ul style="list-style-type: none"> • Routings and Truckloads
General Traffic Questions	Traffic.LT@lordandtaylor.com	
Packing Slips	Packingslips@lordandtaylor.com Email packing slips, do not place on the cartons	

Lord & Taylor EDI Office 424 5 TH Avenue New York, New York		
Contact	Telephone/E-mail	Area of Responsibility
Andrea Smith	(212) 382.6326 Andrea_Smith@LordandTaylor.com	EDI Manager
Patricia Graham	(212) 391-5378 Patricia_Graham@lordandtaylor.com	EDI Analyst <ul style="list-style-type: none"> • EDI and Floor Ready questions • GTIN and retail requirements/GTIN conversions. • Ticket format approvals and issues • EDI capability issues • EDI testing and implementation • EDI production maintenance of all EDI documents • Vendor EDI transmission problems • Passwords to Vendor on line Reports



Lord & Taylor Account Inquiries and Correspondence		
Note: Questions regarding disputes, payments and inquiries about handling charges, contact the following:		
	Email	Phone Number/Hours
	AP.Helpdesk@lordandtaylor.com	1-703-404-9129 or 1-612-216-7340 Monday - Friday 8:00 AM - 4:00 PM

Lord & Taylor Distribution Center –RTV Contact		
Contact	Telephone/E-mail	Area of Responsibility
Michelle Tarnowski	(570) 821-6223 michelle_tarnowski@lordandtaylor.com	Mgr. RTV's – Return to Vendor <ul style="list-style-type: none"> • RTV questions and information

Lord & Taylor Accounts Payable Contact		
Contact	Telephone/E-mail	Area of Responsibility
Lucy Tulao	(570) 821-6410 Lucy_Tulao@LordandTaylor.com	Manager Invoice Processing <ul style="list-style-type: none"> • Passwords for Acct. Payable System

3 Industry Contacts

Approved Hanger Suppliers

Sourcing Solutions www.ss-intl.com	Uniplast www.uniplastindustries.com	Visconti www.viscontihangers.com
Mainetti www.mainetti.com	Alliance Hangers steve@alliancehangers.com	Hanger Plus www.hangerplus.com
Terpac Plastic International www.terpac.com niacurto@terpac.com		

A Sampling of the Ticket Suppliers

Rapid Tags (Denise Newton)	877-438-8247 www.rapidtags.com	PAX Tag & Label Inc. (LA area)	800-729-8247 www.paxtag.com
Monarch/Paxar	937-865-2907	RER International LLC	718-793-3900
Stratix Corp. (Laura Redman)	770-582-4203 Laura.redman@stratixcorp.com	Avery Dennison	800-225-5913



Suggested Electronic Providers

DI Central www.dicentral.com sales@dicentral.com 281-480-1121 Option 4	Inovis Catalogue 877-446-6847 http://www.gxs.com/inovis	EDI Van Services GXS Global exchange Services 800-334-5669, Option 3 http://www.gxsolc.com/
1 EDI Source www.1edisource.com sales@1edisource.com 877-334-9650	EDICOM CORP. http://www.edicomgroup.com marketing_us@edicomgroup.com 212-889-1909	Springs Systems www.springssystem.com 212-736-3689 X 104 press #
VICS Floor Ready Guidelines Voluntary Interindustry Commerce Standards 609-620-4590 http://www.vics.org/	NRF Color & Size Codes National Retail Federation 202-783-7971 http://www.nrf.com/	

Obtaining UPC Numbers

<p>GS1 US (Customer Service)</p> <p>1-800.543.8137 Toll Free Number 1.937.435.3870 Main Phone Number</p> <p>info@gs1us.org</p> <p>Office Hours: Monday – Friday 8:00 AM – 6:00 PM ET</p>	<p>GS1 US (Technical Support)</p> <p>1.866.280.4013 Option 2 1.937.610.4223</p> <p>Support Hours: Monday – Friday 8:00 AM – 8:00 PM ET</p> <p>1SYNC Customer Service: customerservice@1sync.org</p> <p>1SYNC Technical Support: customersupport@1sync.org</p>
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4 New Vendor Information and Forms

Lord & Taylor expects our vendors to support us by shipping merchandise "floor ready," trading with our EDI transactions, and following our Transportation, Packing and Invoice guidelines. This document will enable you to successfully trade documents with Lord & Taylor to ensure your shipment is received, processed and paid in an accurate and timely manner.

Note: Email forms to Patricia Graham at Patricia_graham@lordandtaylor.com and your buyer or Fax the documents to 212-391-3162

Lord and Taylor has retained DiCentral to manage our testing process for EDI document specifications. Please contact DiCentral to make arrangements to test your documents. Any trading partner that does not meet the testing requirements will be subject to expense off-set charges, should the documents be rejected by the Lord & Taylor translator. There is no in house testing.

Contact DiCentral directly to test EDI documents at:
DiCentral Corporation
(281) 480-1121 Ext. 4
sales@dicentral.com
www.dicentral.com

To access the following Lord & Taylor reports, you will need to fill out the forms found in the Vendor Reporting section of the partners.lordandtaylor.com.

- [Selling Reports](#)
- [Accounts Payable Reports](#)

Failure to follow the instructions in this manual and the Routing Carrier Guide could result in an Expense Off-Set charge.

Should you have any questions about this manual or questions in general please contact Gail Beebe, gail_beebe@lordandtaylor.com or 570-821-6394.

Non-EDI/ASN shipments will need to have packing slips emailed to packingslips@lordandtaylor.com , put the purchase order number in the subject section.

Packing slips should show only the actual merchandise that is being shipped.

Instructions – Merchandise Request Form

- The proper Company name should be supplied. Only fill out the Parent Co. line if you are a division of a larger co. (e.g. Nine West is a division of Jones).
- A factor is usually a bank that will give a Vendor funds to produce the merchandise ordered. Therefore, invoices for this merchandise are due to the factor. If factored, please enter the factor's name and address on the form. Lord & Taylor will provide the Duns number.
- The Pay To address is used as the address where all payments will be sent. It is imperative that Vendor notifies Lord & Taylor in writing if this address changes in order to avoid delays in payment.
- The Ship From address is the location from which Vendor ships goods. If multiple SHIP FROM addresses please attach a separate page.
- **Items that must be attached to this form**
 - A Voided Vendor Invoice with the information below printed on it (Name, Address, Duns, etc.)
 - Vendor Return Information Form
 - A Vendor letter stating payment terms (Discount, etc)

Note: Failure to attach any of these forms will result in the vendor not being added to the vendor master file until all requirements are met.



4.1.1 Merchandise Request Form

Note: Email forms to Patricia Graham at Patricia_graham@lordandtaylor.com and your buyer or Fax the documents to 212-391-3162

ADD: NEW VENDOR <input type="checkbox"/> CHANGE: New Vendor Specify <input type="checkbox"/> NEW DEPT/MFG <input type="checkbox"/> ADDRESS <input type="checkbox"/>	
VENDOR NAME INFORMATION	
VENDOR NAME: PARENT COMPANY: LABEL NAME:	VENDOR RFS INFORMATION DEPT #: MFG#: DUNS#:
FACTOR INFORMATION	
IS VENDOR FACTORED: <input type="checkbox"/> YES <input type="checkbox"/> NO FACTOR NAME: FACTOR DUNS #:	
VENDOR ADDRESS INFORMATION (All boxes must be filled out completely even if they are duplicate)	
PAY TO: ADDRESS: CITY: STATE: ZIP:	CORRESPOND TO: ADDRESS: CITY: STATE: ZIP: PHONE:
	SHIP FROM: Freight must be shipped to L&T using USA address ADDRESS: CITY: STATE: ZIP: PHONE:

Instructions – Floor Ready Form

- The **Order From Address** is the address where Purchase Orders are sent or your Sales Rep/Showroom address.
- The **RTV Address** is the address to which Lord & Taylor will ship merchandise returns. This address is not necessarily the same as the Ship From address.
- **Freight and Discount Terms are agreed upon with your Merchant.** Please attach a letter on your company letterhead stating agreed upon terms. FOB refers to "Freight on Board". It is the City, State, and Zip Code where the ownership of the merchandise transfers from the Vendor to Lord & Taylor.
- **Minority or Woman Owned Business** is used required for Supplier Diversity Tracking. The minority Classifications are as follows: AA – Asian American, AI - American Indian, B - African American, HIS – Hispanic, U – Unspecified. Some states will supply a vendor with a certificate for minority or woman owned status. Please attach a copy of that certificate, your Dun and Bradstreet report, or a Letter stating that you are minority or woman owned.



4.1.2 Floor Ready Form I

Note: Email forms to Patricia Graham at Patricia_graham@lordandtaylor.com and your buyer or Fax the documents to 212-391-3162

ORDER FROM: ADDRESS: CITY: STATE: ZIP: PHONE:	RETURN TO VENDOR (RTV): ADDRESS: CITY: STATE: ZIP:												
DISCOUNT TERMS: Percent: Days: EOM: <input type="checkbox"/> Yes <input type="checkbox"/> No Net Days: EOM: <input type="checkbox"/> Yes <input type="checkbox"/> No	FREIGHT TERMS: L & T PAYS <input type="checkbox"/> VENDOR PAYS <input type="checkbox"/> FOB: (Must be City, State, and Zip Code) If not paying to the PA facility, shipments from New York City, Long Island, Westchester, Rockland or all of NJ must be prepaid to the consolidator (NEW DEAL). California shipments must be prepaid to the Los Angeles consolidator (CTE).												
MINORITY OR WOMAN OWNED BUSINESS Does vendor qualify as a minority owned business? (Y/N) If yes, what type? Does vendor qualify as a woman owned business? (Y/N) If the answer to either question is Yes; you must attach a certificate or letter certifying the above is true.													
VENDOR CONTACTS <table border="1" style="width:100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">EDI:</td></tr> <tr><td style="padding: 2px;">PHONE #</td></tr> <tr><td style="padding: 2px;">EMAIL</td></tr> <tr><td style="padding: 2px;">DISTRIBUTION:</td></tr> <tr><td style="padding: 2px;">PHONE #</td></tr> <tr><td style="padding: 2px;">EMAIL</td></tr> <tr><td style="padding: 2px;">SALES:</td></tr> <tr><td style="padding: 2px;">PHONE #</td></tr> <tr><td style="padding: 2px;">EMAIL</td></tr> <tr><td style="padding: 2px;">CREDIT:</td></tr> <tr><td style="padding: 2px;">PHONE #</td></tr> <tr><td style="padding: 2px;">EMAIL</td></tr> </table>	EDI:	PHONE #	EMAIL	DISTRIBUTION:	PHONE #	EMAIL	SALES:	PHONE #	EMAIL	CREDIT:	PHONE #	EMAIL	LORD & TAYLOR SIGNATURES: SUBMITTED BY: DATE: DMM APPROVAL: DATE: GMM APPROVAL: DATE: AP APPROVAL: DATE: MIS APPROVAL: DATE: ENTERED INTO RFS: DATE: AP VERIFICATION: DATE:
EDI:													
PHONE #													
EMAIL													
DISTRIBUTION:													
PHONE #													
EMAIL													
SALES:													
PHONE #													
EMAIL													
CREDIT:													
PHONE #													
EMAIL													



4.1.3 Floor Ready Form II

For all EDI/Floor Ready Information visit:

[Http://partners.lordandtaylor.com/partners/index.jsp](http://partners.lordandtaylor.com/partners/index.jsp)

- Vendors must ticket all merchandise prior to shipping to Lord & Taylor. The ticket must include the Lord & Taylor retail price or an approved manufacturer’s suggested retail price, except in the following areas:
 - Shoes
 - Treatments
 - Home Textiles
- [Http://partners.lordandtaylor.com/partners/pdfs/vendor_manual.pdf](http://partners.lordandtaylor.com/partners/pdfs/vendor_manual.pdf) provides ticketing information.
- UPC’s may be obtained through GS1 (800) 543-8137 or info@gs1us.org
- **Non- compliance may result in an expense offset charge.**

Vendor Information:

Are you a GTIN (UPC) Vendor? YES NO (circle one)

VENDOR DUNS # _____

VENDOR NAME _____

Buyer Information:

Basic Item YES NO (circle one)

Division #	Department #
Division Name	Department Name
Mfg #	MU %
L&T Buyer Name	Buyer Phone



Floor Ready Requirements

4.1.5 Lord & Taylor Vendor Responsibilities

Merchandise is "floor ready" when it is received with an accurate ASN, 100% GTIN ticketed, and retail price, all merchandise displayed hanging on our selling floor has a BLACK VICS approved hanger inserted in the garment. Merchandise shipments not received floor ready will be assessed an expense offset charge.

Ticket / GTIN – Mark all merchandise with a vendor generated GTIN or EAN barcode ticket, which includes our retail price or a Manufacturer’s Suggested Retail Price (MSRP). The recommended GTIN (UPC) barcode size is to be no smaller than one inch by one half inch (1”X1/2”).	Ticket Requirements
Use VICS black hangers on merchandise that is displayed hanging in the stores.	Hanger Requirements SOHS (secure over the hanger sizer) is no longer required
All vendor’s need to be EDI compliant Required EDI documents <ul style="list-style-type: none"> • 850 Electronic Purchase Order or 855 Purchase Order (Vendor Generated) Acknowledgment. • Accurate carton level EDI Advance Ship Notice/Manifest (856). Use the "scan and pack" method to create your ASN. • UCC-128 Shipping Container label related to a valid ASN. • 997 Functional Acknowledgment. • 810 Electronic Invoice 	EDI Requirements
Read the Routing Carrier Guide	http://partners.lordandtaylor.com/partners/pdfs/routing_guide.pdf
Packing Slips	Email packing slips to packingslips@lordandtaylor.com and place the purchase order number in the subject section.



5 E-Commerce Packing Guidelines (Store 199- Internet)

Internet Packing Requirements – Soft Goods

- Ticket all merchandise with a vendor generated GTIN (UPC) or EAN barcode. The barcode must be visible through the polybag.
- The recommended GTIN (UPC) barcode size is to be no smaller than one inch by one half inch (1"X1/2").
- A GTIN (UPC) barcode must be placed on the outside of the polybag.
- Polybag markings of any kind must not cover the GTIN (UPC) barcode.
- No retail price should be listed on GTIN (UPC) or EAN ticket.
- Merchandise must be packaged as an individual selling unit. Units sold in sets (Example: 2 pc ensemble), must be packed together in the same polybag.
- **Warning:** Keep this bag from babies and children. Do not use in cribs, beds, carriages or playpens. The thin film may cling to nose & mouth & prevent breathing. This is not a toy.
- Polybags must be securely sealed, by either heat sealing or using clear wide tape.
- Polybags must not contain air holes/vent holes or pin holes.
Exception: All Leather, suede, and fur items should be covered with paper and shipped in polybags with air holes/air vents to allow the fabric/material the breathe.
- Flat folded merchandise must hold to folded form within sealed polybag. Do not use polybags that are too large, causing the garment to become unfolded.
- Any item not holding fold must have a cardboard insert to maintain fold.
- Pins are **not** permitted. Do not use pins of any kind, including straight or safety pins. (Exceptions: dress shirts and woven sport shirts).

Note: The following "Ready-To-Wear" classification must be shipped in sealed polybags, packed as individual selling units and NOT on hangers:

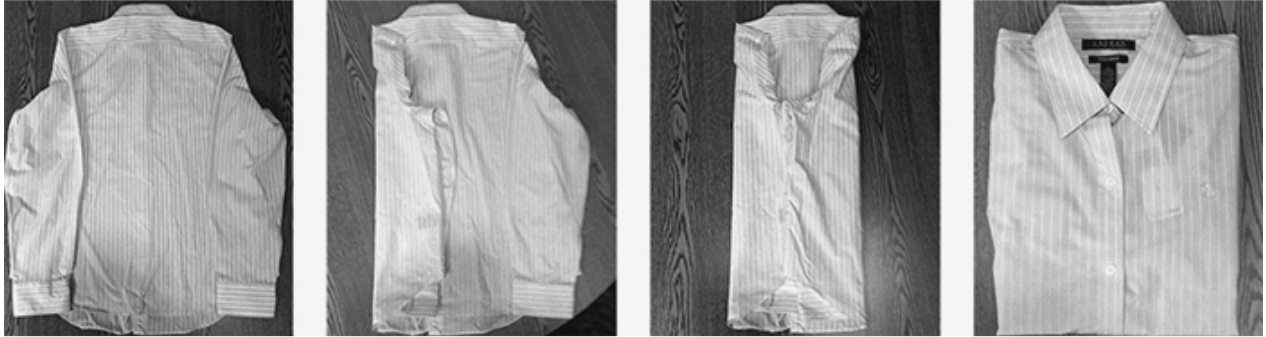
Skirts	Pants	Dresses	Childrens
Swimwear	Lingerie	Robes / Sleepwear	Blouses / Sweaters
Active Wear & Active Outerwear			

The following bag sizes are recommended for all items that are not hanging. Exceptions are acceptable if the unit size requires a larger or smaller size for neat presentation.

RTW Merchandise Type	Polybag Size	RTW Merchandise Type	Polybag Size
Swimwear	8x11	Men's t-shirt	15x17
Lingerie	8x11	Jeans	15x17
Men's Ties	8x11	Men's Denim Shorts	15x17
Tights/Socks	8x11	Men's Polo Shirts	15x17
Men's Underwear	8x11	Multi Pc Item	15x17
Face Towel	8x11	Slacks	15x17
Fingertip Towel	8x11	Turtleneck	15x17
Denim Shorts	10x17	Heavy Weight Outwear	16x20
Dresses	10x17	Plus Size Items	16x20
Blouses	10x17	Robes	16x20
Leggings	10x17	Sweatpants/Shirts	16x20
Hand Towel	10x17	Hand Knit sweater	16x20
T-Shirt	10x17	Bath Towel	16x20
Skirts	10x17		
Shorts	10x17	Bath Sheet Towel	20x30
Sweaters	10x17		
Jumpers	10x20		

Internet Folding Requirements

Sweaters, Shirts & Blouses



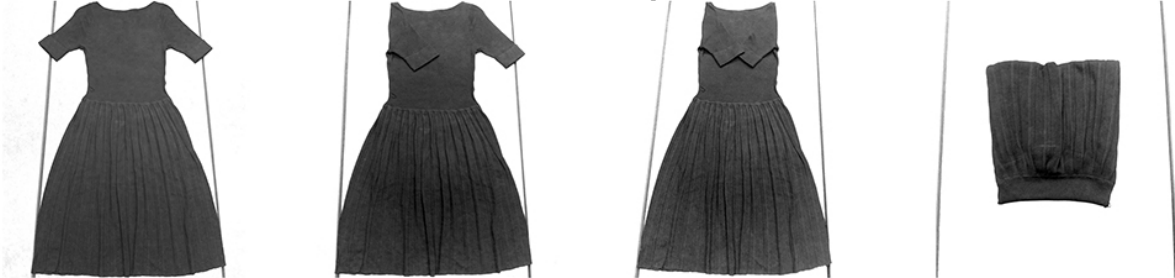
Pants, Shorts, Men's Swimwear & Men's Boxers/Underwear



Skirts



Dresses, Slips





Internet Packing Guidelines for Additional Classifications

- Ticket all merchandise with a vendor generated GTIN (UPC) or EAN barcode. The barcode must be visible through the polybag.
- The recommended GTIN (UPC) barcode size is to be no smaller than one inch by one half inch (1"X1/2").
- A GTIN (UPC) barcode must be placed on the outside of the polybag.
- Polybag markings of any kind must not cover the GTIN (UPC) barcode.
- No retail price should be listed on GTIN (UPC) or EAN ticket.
- Merchandise must be packaged as an individual selling unit. Units sold in sets (Example: 2 pc ensemble), must be packed together in the same polybag.
- **Warning:** Keep this bag from babies and children. Do not use in cribs, beds, carriages or playpens. The thin film may cling to nose & mouth & prevent breathing. This is not a toy.
- Polybags must not contain air holes/vent holes or pin holes.
Exception: All Leather, suede, and fur items should be covered with paper and shipped in polybags with air holes/air vents to allow the fabric/material the breathe.
- Flat folded merchandise must hold to folded form within sealed polybag. Do not use polybags that are too large, causing the garment to become unfolded.
- Any item not holding fold must have a cardboard insert to maintain fold.
- Pins are **not** permitted. Do not use pins of any kind, including straight or safety pins. (Exceptions: dress shirts and woven sport shirts).

Fashion Accessories/Handbags/Accessories

- Packaging must protect the items' shape.

Jewelry / Watches

- Jewelry/watches must be individually packaged (within a polybag or carton) per selling unit.
- Earrings must be attached to the insert holder and boxed as a selling unit.
- Warranties and cases must be packaged with the selling unit/package.
- Jewelry/Watches **must not** have retail price on GTIN (UPC) tickets.
- GTIN (UPC) information must be on outer packaging as well as on individual items.

Men's

- Neck ties must be folded and attached to a cardboard insert.
- All dress shirts must be flat packed and polybagged.
- All Men's hosiery must be folded neatly, polybagged and not placed on hangers.

Bedding

- Vendor unit packaging of snap/zip lock bags or boxes are acceptable and don't require a polybag.

Internet Packing Guidelines – Hanging

The following classifications must be shipped on VICS approved hangers:

Men's / Women's Coats	Special Occasion Garments	Sequined / Beaded Dresses
Men's/ Women's Blazers / Jackets	Men's / Women's Suits	Intimate Apparel

- Ticket all merchandise with vendor generated GTIN (UPC) or EAN barcode. Barcode must be visible through polybag.
- A GTIN (UPC) barcode must be placed on the outside of the polybag.
- Polybag markings of any kind must not cover the GTIN (UPC) barcode.
- No retail price should be listed on GTIN (UPC) or EAN ticket.
- Merchandise must be packaged as an individual selling unit. Units sold in sets (Example: 2 pc ensemble), must be packed together in the same polybag.
- **Warning:** Keep this bag from babies and children. Do not use in cribs, beds, carriages or playpens. The thin film may cling to nose & mouth & prevent breathing. This is not a toy.
- Polybags must be securely sealed, by either heat sealing or using clear wide tape.
- Polybags must not contain air holes/vent holes or pin holes.
Exception: All Leather, suede, and fur items should be covered with paper and shipped in polybags with air holes/air vents to allow the fabric/material the breathe.



- Flat folded merchandise must hold to folded form within sealed polybag. Do not use poly bags that are too large, causing the garment to become unfolded.
- Any item not holding fold must have a cardboard insert to maintain fold.
- Pins are **not** permitted. Do not use pins of any kind, including straight or safety pins. (Exceptions: dress shirts and woven sport shirts).
- Recommended polybag sizes:
 - Short Garment bag - 21" x 4" x 54"
 - Long Garment bag - 21" x 4" x 72"
- Hanging merchandise must be hung on black VICS approved hanger, polybagged and securely sealed.

Internet Packing Requirements – Hard Goods

- Please follow the packaging requirements below for all hard goods.
- All merchandise must be packaged as a selling unit.
- No additional repackaging/matching of sets.
- All Master packs must contain one GTIN (UPC) per carton.
- The recommended GTIN (UPC) barcode size is to be no smaller than one inch by one half inch (1"x1/2").
- Note: All components of a selling unit must be protected with foam, bubble wrap, or corrugate to protect the items from damage during handling and/or shipment
- Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC). In cases where there are too few units to put in a standard size carton, the excess of several different sizes and/or colors of the same item may be grouped together in a mixed carton.
- If mixed cartons are necessary, the vendor must separate each section of a mixed carton with a layer of corrugate or paper.
- All merchandise greater than 21 inches in length or over 25 pounds must be sent in
- "Customer ship ready cartons," as single units for safe transit in a small package environment.
- All hard goods packaged in a poly bag must be securely sealed.
- All gift boxed items must be poly bagged and securely sealed to prevent damage to box.
- Vendors must package flat pack merchandise in cartons where the maximum dimension does not exceed 40 inches.
- Cartons should be plain or with a minimum of vendor printing
- All cartons must be securely sealed.
- Carton weights should not exceed 66 pounds, unless necessitated by the weight of a single unit.
- No Over-Packaging. All vendor cartons must be packaged with the minimum amount of packaging material required for safe shipment. Any "over-packaging" will be assessed a handling charge-back fee.

Tabletop (China, Stemware, Flatware, Glassware and Decorative Home)

- Tabletop vendors will be required to ship all merchandise sold as sets (place settings, expanded sets, stemware sets) with only 1 GTIN (UPC) on the outside of the box and one piece of the set must be marked with a full detail GTIN (UPC) ticket. Each ticket must clearly state total number of pieces in the set (i.e. 4 pc, 5 pc). All components of the selling unit must be in a customer ship ready carton, with the product protected with foam, bubble wrap or corrugate to protect the items from damage during handling and/or shipment.
- Tabletop vendors will be required to ship all merchandise as an advertised selling unit, without any additional repackaging required for shipment. Merchandise will no longer be accepted in case packs. Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC).

Tabletop Packaging

- Individual components of the place settings must be packed to prevent movement during transit.



- Corrugated, bubble wrap, foam or other protective material should be used as “separators” to ensure individual pieces do not rub or make contact with each other to prevent shipping and scratching.
- China Sets of 16 pc or more must be sent in ship-ready corrugate, with appropriate dunnage inside carton.
- Pieces must be individually wrapped in foam protection or bubble wrap. Tissue paper/corrugate will not protect items during delivery and are not acceptable.
- An expense offset will be assessed for any china place settings where additional internal packing is required.

Kitchen Electrics/Cookware

- Ship all merchandise with only 1 GTIN (UPC) on the outside of the box with a full detail GTIN (UPC) ticket. All components of the selling unit must be in a customer ship ready carton, with the product protected with foam, bubble wrap or corrugate to protect the items from damage during handling and/or shipment.
- Ship all merchandise as an advertised selling unit, without any additional repackaging required for shipment. Merchandise will no longer be accepted in case packs. Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC).

Trim-a-Tree

- Protective packaging (i.e., bubble-wrap, foam) must be included in all individual selling units to protect merchandise during handling and shipment.

Confections (Food/Candy)

- Expiration date/shelf life date must be affixed to individual unit packaging.
- All items must be securely sealed with tamper proof tape or shrink wrapped.
- If items are breakable they must be wrapped in foam protection or bubble wrap.

Chair Sets

- Cartons must be plain or with a minimum of vendor printing and securely sealed.
- Cartons must be palletized and individually strapped or shrink wrapped (3 mil. thickness).
- When multiple chairs are packaged as a selling unit, protection is required between chairs using Styrofoam or corrugates.
- Inside corners of cartons must be reinforced with corrugate or Styrofoam.
- Packaging must be customer ship-ready without additional over wrapping or re-strapping.

Knock – Down Furniture/Mirrored Framed Art

- Package components of selling unit within the carton with foam or corrugate around the individual pieces.
- Cartons must be plain or with a minimum of vendor printing and securely sealed.
- Interior carton corners must be reinforced with corrugate or Styrofoam.
- Items such as tile or glass top tables need special protection. Styrofoam or extra corrugate sheets must be added to prevent damage during handling and shipment.
- All hardware and assembly instructions must be in a sealed pouch or bag.
- Packing must be customer ship-ready (no additional over wrapping or re-strapping).
- Mirrors/Framed Art should be double boxed, have corner foam cushioning and be labeled as Fragile. Outside container needs to be a shippable container.

Lamps



- All merchandise must be packaged as a selling unit, without any additional repackaging. Shades should be packaged with the lamp as a single selling unit. Ticketing and packaging is to provide one GTIN (UPC) / EAN for the lamp with the base and shade packed in one carton.
- Lamp necks must be protected by corrugate collars or Styrofoam forms.
- Packaging must be customer ship-ready without additional over wrapping or re-strapping.
- Carton must be 250 lb. test minimum.
- All openings must be securely sealed, taped or stapled.
- Vendors must insert appropriate protective packaging material, (i.e. bubble-wrap, corrugate sheets, pelspan, Styrofoam) to ensure items are secure within ship-ready cartons.
- Carton must have equal product weight distribution.

Rugs

- Rugs and mats need to be rolled and bagged as individual selling units. Bag should be 3 mil. thick.

Bedding

- Ship Bedding Products (Duvets, Pillows, Bed in a bag, etc.) with only 1 GTIN (UPC) on the outside of the box with a full detail GTIN (UPC) ticket. The selling unit must be in a customer ship ready carton.
- Ship all merchandise as an advertised selling unit, without any additional repackaging required for shipment. Merchandise will no longer be accepted in case packs. Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC).

Luggage

- Ship merchandise as an individual selling, advertised unit, without any additional repackaging required. Merchandise will no longer be accepted as a nested unit. Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC).
- Mark each box with only 1 GTIN (UPC) on the outside of the box, with a full detail GTIN (UPC) sticker. All components of the selling unit must be in a customer ship ready carton, with the product protected with foam, bubble wrap or corrugate to protect the items from damage during handling and/or shipment.

Cosmetics (GWP- Gift with Purchase)/Samples

- All items need to be packed as "kitted" individual selling units. Each unit needs to be polybagged with a full detail GTIN (UPC) sticker on the outside of the polybag.



6 Brick and Mortar Store Packing and Hanger Requirements

Lord & Taylor Store Packing Requirements

Note: Ship all merchandise in a condition ready for immediate placement on our selling floors.

6.1.1 Carton Requirements

- Pack merchandise with a minimum amount of packing material.
- Do not over pack cartons. Cartons must be able to lie perfectly flat on all sides: without bulges in the middle or on any seam. Beginning November 15, 2009 an offset handling charge will be applied to cartons not meeting the packing requirement.
- Any extraneous materials not used in the presentation of merchandise should not be used.
- Lord & Taylor is converting to VICS black hangers and no SOHS (Secure Over the Hanger Sizers).
- **Note:** A minimum of one sheet of tissue is allowed and no cardboard.
- **Note:** Do not use pins, clips, staples, tape, polystrofoam peanuts for packing removable foam inserts on hangers.
- **Note:** Do not use bands, straps, strings or any other material to seal cartons
- Pack one purchase order and one branch store destination in each carton.
- All fragile merchandise must be identified with protective tape.
- All liquids should be marked "This Side Up" by Vendor.
- All cartons containing glass, plastic or clay merchandise must have dividers to protect merchandise from breakage and crushing (bottles must be capped).
- Cover merchandise with dry-cleaning style poly bags.
- Pack garments flat in cartons. Use only one fold if garment must be folded. Close garment closures (e.g. buttons, zippers). Hang women's pants and skirts open, with the front facing forward.
- Carton packed merchandise, when possible, pack multiple garments in one poly bag; individual poly bags per garment are acceptable.
- **MasterPacking:** If merchandise ordered for a store will result in a less than minimum size carton or minimum weight carton, master pack stores in a single carton. Each individual carton inside a master pack must be labeled as previously defined and the outside of the master pack must be labeled "**Masterpack**" and have the Purchase Order displayed on the outside of the carton.
- Bulk shipping is not allowed
- Carton size and weight **must** fall within these measurements:

Dimension	Minimum	Maximum
Length	9"	36"
Width	9"	24"
Height	4"	30"
Weight	5lbs	70lbs



6.1.2 Packing Slips – Non EDI/ASN Shipments

- Ship, pack, and invoice by store.
- Vendors shipping non EDI/non ASN, will need to email the packing slips to packingslips@lordandtaylor.com. In the subject section, include the purchase order number.
- Packing slips should show only the actual merchandise that is being shipped.
- Should there be questions, email packingslips@lordandtaylor.com.
- Packing slips are not needed on EDI shipments.
- The packing slip should not be used as a carton-shipping label.
- The following information is required on packing slips. Late packing slips or packing slips with missing information could result in an expense-offset charge.

Packing Slip Sample					
Vendor Name Address Phone Number			Purchase Order Number Department Number		
Ship To: Lord & Taylor (0082) 250 Highland Park Blvd Wilkes-Barre, PA 18702			Bill To: Store Name Store Number		
GTIN # (UPC #)	Shipped Qty	Style #	Description	Color/Size	Price
	1	12345	Sample	Blue/6	\$10.00
	0	12346	Sample	Red/7	\$10.00
	1			Total amount	\$20.00
Total Ctns	1				



Lord & Taylor Shipping Address And Store Information

STORE #	STORE NAME	STORE ABBR.	DC NUMBER	STORE #	STORE NAME	STORE ABBR.	DC NUMBER
0001	NEW YORK	NYC	0082	0100	COLUMBIA	COL	0082
0002	MANHASSET	MAN	0082	0106	MOORESTOWN	MOR	0082
0003	WESTCHESTER	WES	0082	0131	PULL STOCK	PUL	0082
0005	WESTFARMS	WFM	0082	0180	SHREWSBURY OUTLET	SHR	0082
0006	BALA	BAL	0082	0181	WESTBURY OUTLET	WOT	0082
0007	GARDEN CITY	GAR	0082	0185	JERSEY GARDEN OUTLET	JGO	0082
0008	WASHINGTON	WSH	0082	0187	GREAT LAKES	GLC	0082
0010	ANNAPOLIS	ANN	0082	0199	INTERNET	INT	0082
0011	RIDGEWOOD	RID	0082				
0012	BOSTON	BOS	0082				
0013	STAMFORD	STA	0082				
0016	OAKBROOK	OAK	0082				
0017	BAYSHORE	BAY	0082				
0020	GARDEN STATE	GRD	0082				
0022	NORTHBROOK	NBK	0082				
0023	WHITE FLINT	WFL	0082				
0025	LAKE FOREST	LFR	0082				
0027	LAKESIDE	LAK	0082				
0028	TWELVE OAKS	TWE	0082				
0029	BURLINGTON	BUR	0082				
0030	WOODBIDGE	WDG	0082				
0031	SOUTH SHORE	STH	0082				
0035	WALT WHITMAN	WLT	0082				
0038	WILLOWBROOK	WIL	0082				
0042	PALISADES	PLI	0082				
0043	LOUDOUN	LOU	0082				
0046	BOCA	BOC	0082				
0048	FAIR OAKS	FRK	0082				
0052	LIVINGSTON	LIV	0082				
0053	ROCKAWAY	ROK	0082				
0054	BRIDGEWATER	BRI	0082				
0055	WESTFIELD	WFD	0082				
0056	TYSON'S CORNER	TYC	0082				
0057	MONMOUTH	MON	0082				
0058	QUAKERBRIDGE	QKR	0082				
0059	FREEHOLD	FRH	0082				
0061	DANBURY	DAN	0082				
0063	BUFFALO	BUF	0082				
0064	TRUMBULL	TRM	0082				
0066	OLD ORCHARD	ORC	0082				
0068	NATICK	NTK	0082				
0069	ALBANY	CRO	0082				
0070	SYRACUSE	SYR	0082				
0073	WOODFIELD	NWD	0082				
0074	ROCHESTER	RCH	0082				
0075	KING OF PRUSSIA	KOP	0082				
0091	ROCKINGHAM	RKI	0082				
0092	RIDGE HILL	RIH	0082				
0100	COLUMBIA	COL	0082				
0106	MOORESTOWN	MOR	0082				
0131	PULL STOCK	PUL	0082				

Shipping Address:
Lord & Taylor
DC #0082
250 Highland Park Blvd.
Wilkes-Barre, PA 18702

Send Invoices (only when not doing EDI)
Lord & Taylor
Lucy Tulao
250 Highland Park Blvd.
Wilkes-Barre, PA 18702



Ticket Overview

Vendors must mark all merchandise with a GTIN or EAN industry standard, quality, scannable and human readable vendor generated ticket.

- Ticket all merchandise before shipping with our retail price or an approved manufacturer's suggested retail price except in the following areas: shoes, cosmetics and treatment.
- Securely attach GTIN tickets with a plastic swift-attach device or label. Tickets attached with string are not acceptable.
- Do not conceal the GTIN ticket inside the garment or packaging; the GTIN barcode must be visible and easily accessible for scanning.
- Each ticket must contain only one GTIN or EAN barcode. Do not ticket with secondary barcodes or ISBN book numbers on non-book items.
- Mark each piece of multi-piece garment sets (sold for a single retail price) with style number and size.
- **Example:** 2 piece ladies suit: Jacket marked with a hangtag with GTIN / size and retail price "2 piece set". Skirt marked with a joker tag that includes the style number / size and "2 piece set".
- If you are unable to produce tickets in-house, we suggest contacting an outsource service. A list of outsource services may be found in the Industry Contact section, of this document.
- Acceptable retail price formats include:
 - \$80.00
 - Suggested Retail \$80.00
 - 2 for \$9.99
 - MSRP \$80.00
- **Note:** Legibility of the Retail Price in Zone 7 is very important must be at least 10 point, bold font.
- Non-compliance may result in expense-offset charges.
- A sample of the vendor's new or revised tickets must be faxed to 212.391.3162 or e-mail a scanned ticket to Patricia_Graham@LordandTaylor.com for approval.

6.1.3 GTIN OR EAN Ticketing / Inovis Catalogue Overview

The foundation of our collaborative vendor partnership is the implementation of the vendor Global Trade Item Number (GTIN). This provides us with a common language for all communication. The majority of our purchase dollars is spent with vendors who use GTIN's. Merchandise not marked with a GTIN is more costly to process and delays our merchandise flow to the selling floor.

6.1.3.1 GTIN Requirements

- Ensure the barcode you produce is scannable and complies with industry standards.
 - Only one catalog is used by Lord & Taylor, which is the Inovis Catalogue
 - o 877-4INOVIS (877-446-6847) info@inovis.com
- **Note:** To trade GTIN's all vendors must subscribe to Inovis
- GTIN numbers must be assigned at the product ID/color/size level.
- Must not exceed 14 digits (12 digit number and 2 leading "0").
- **Provide access to your Electronic GTIN catalogue** to Lord & Taylor. As stated above only one electronic catalogue is use by Lord & Taylor, which is the Inovis Catalogue www.inovis.com or info@inovis.com or 877-4INOVIS (877-446-6847)
- Provide GTIN information **accurately in advance of product availability**. Failure to do so may result in assessment of an expense offset.
- Vendors with fewer than 50 GTIN's annually may provide an updated GTIN catalogue in a mutually agreed upon method. Failure to subscribe to the GXS catalogue may result in expense off-set charges.
- Assign GTIN codes for **all gift with purchase (GWP), purchase with purchase (PWP), and collateral** items and include them in your GTIN catalogue and EDI Advance Ship Notice.
 - Include the **GTIN number, a meaningful product description and ID, selection code, NRF color and size codes, cost and suggested retail** (if applicable) in your GTIN catalogue.



6.1.3.2 Selection Codes and Descriptions

Assign selection codes in numeric sequence based on these requirements:

- For apparel, assign selection codes based on label, gender and size range.

Example: The vendor MoonGlo has three labels and two size ranges.

A suggested format would be:

301	Lisa Taylor / Missy Dresses
302	Lisa & Co. / Missy Dresses
303	Lisa's Party / Missy Dresses
304	Lisa Taylor / Petite Dresses
305	Lisa & Co. / Petite Dresses
306	Lisa's Party / Petite Dresses

6.1.3.3 Product ID Number and Description

- The product ID number
 - Must **exactly match** the line lists and collateral given to buyers,
 - Must **exactly match** the GTIN catalog.
- Assign product ID's by size range; e.g., assign 3 different product ID's to a 5 pocket jean available in Missy, Petite and Women's sizes.
- Assign the same style - silhouette, fabric, and color - shipped in contiguous months the same product ID and GTIN codes across the months.
Example: A white silk short-sleeve shell shipped in March, April, May and June must be assigned the same product ID and GTINs for all four shipping months.
- Include the silhouette, fabric, group name and any significant design characteristics in descriptions
Example: cotton short-sleeve cable sweater or mock wrap plaid skirt.

6.1.3.4 Catalog Timing

- Load all new GTINs in your catalog at least 10 days prior to the market where those GTINs are offered.
- Assign GTIN codes to all products being shown in each market, even if the item is not ultimately produced.
- Purge all GTINs that have not been shipped for longer than 30 months from the catalog.
- Do not reuse GTIN numbers unless the item has not been shipped for 30 months or longer.
- Vendors must contact the Lord & Taylor EDI office prior to reusing or changing GTIN numbers.

6.1.3.5 Size Code and Description

- Use NRF size codes.
- Use consistent size codes across all product IDs / colors.
- Clearly and accurately describe the size codes.
- Do not assign the same size code description to two different NRF size codes.

6.1.3.6 Color Code and Description

- Use NRF numeric color codes.
- The color description must **exactly match** the line lists and collateral given to buyers. Your color name can be more specific than the standard NRF color description.

For example: Line list color description is "Onyx". Comparable NRF color is "001 - Black", catalog should be "001 - Onyx".

6.1.3.7 Published Cost and Suggested Retail Price

- Provide published wholesale cost for all items.
- Manufacturer's suggested retail price is a required field in the GTIN catalog for products that will be marked with a MSRP.



6.1.3.8 GTIN Type Code

- Assign the correct GTIN type code if the GTIN number is for pre-packs, gift with purchase (GWP), purchase with purchase (PWP) or collateral merchandise.

6.1.3.9 Additional Required Data Elements (If Applicable)

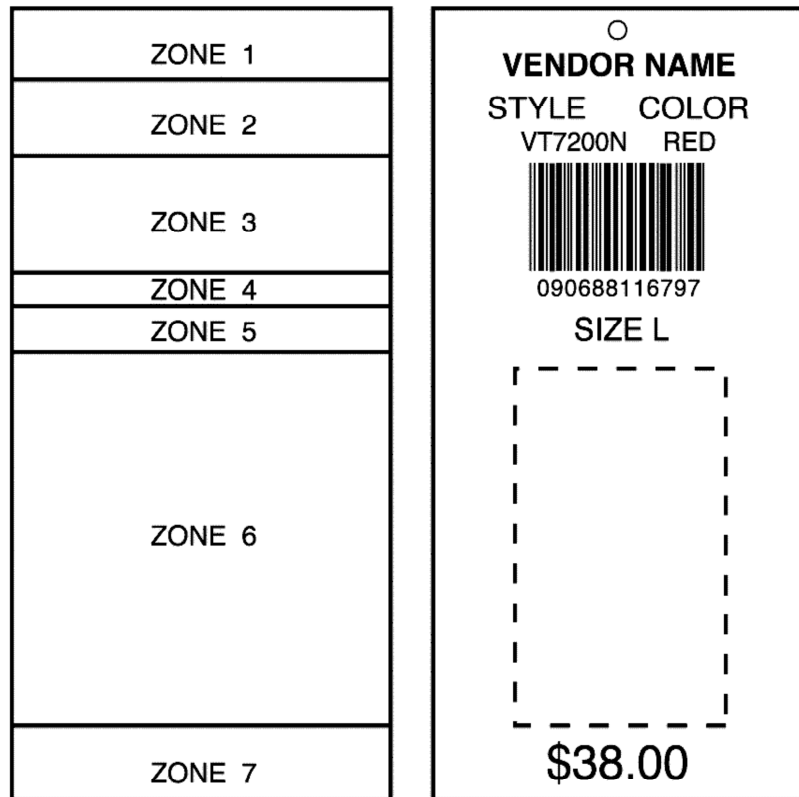
- Trade Name (Label / Brand)
- Hazardous Material Class
- Manufacturer's Pack Size
- Minimum/Maximum Order Quantities
- Availability Date
- Country of Origin (Manufacturing)

6.1.3.10 Notification Process for Catalog Changes

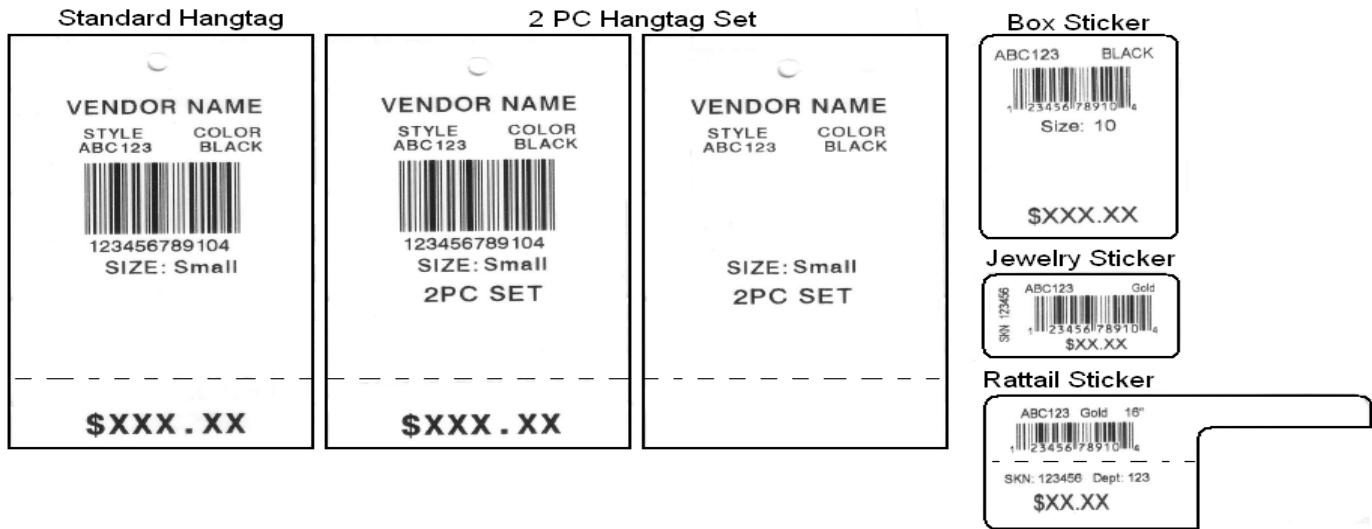
- Notify the Lord & Taylor EDI office via fax (21.391.3162) **two weeks before the effective date** of the following changes:
 - New numbering scheme for product IDs.
 - New label acquisitions.
 - NRF code changes. Changes to selection code creation and/or organization.



Figure 6 A : Examples of Ticket Format by Zone



Zone 1	Swift-attach hole
Zone 2	Vendor's Label Name, Style number and Color name
Zone 3	GTIN, Version A Symbol (<u>GTIN Barcode</u>)
Zone 4	<u>GTIN number</u>
Zone 5	Size / Dimension (At least 10 pt, bold font)
Zone 6	Quiet Zone: MUST BE AT LEAST .25" x 1" on <u>ALL</u> Tickets
Zone 7	Retail Price of Merchandise



Zone 1	Swift-attach hole
Zone 2	Vendor's Label Name, Style number and Color name
Zone 3	GTIN, Version A Symbol (<u>GTIN Barcode</u>)
Zone 4	<u>GTIN number</u>
Zone 5	Size / Dimension (At least 10 pt, bold font)
Zone 6	Quiet Zone: <u>MUST BE AT LEAST .25" x 1"</u> on <u>ALL</u> Tickets
Zone 7	Retail Price of Merchandise

6.1.4 Ticket Placement

Area of Business	Product Type	Ticket Location
Ladies, Men's, Children's	Hanging Tops/Shirts, Jackets, Dresses, Outerwear, Coats	Inside left sleeve cuff seam
	Folded Tops/Folded Turtlenecks	Care Label or Manufacturing Label
	Jackets Joker Ticket	Temporarily tacked to left sleeve, 1 1/2" up from bottom hem, back side (long sleeve only)
	Bottoms - Pants, Skirts, Shorts	Left waistband seam
	Bottoms Joker Ticket	Temporarily tacked to back waistband 2" right of left side seam
	Sleeveless Tops/Vests, Dresses	Left armhole seam
	Packaged Shirts/Sport shirts	Affix sticker to lower right hand corner on back of shirt package
Ladies/Men's 2 & 3 Piece Suits	<u>Jacket/Pant or Skirt - Refer to above</u> *Joker ticket on all pieces within the set identifying style, size.	
Intimate Apparel	Camisoles, Teddies, Sleepwear and Loungewear Tops	Inside left sleeve cuff seam



Area of Business	Product Type	Ticket Location
Children's Accessories	Blankets/Shawls, Booties	Care Label or Manufacturing Label
	Scarves, Gloves/Mittens, Hat/Mitten Sets, Headbands	Affix to hook attachment near top of item
	Hats	Back center of headband
	Bottoms	Left waistband seam
	Plush Toys	Affix to item
Ladies, Men's Accessories	Belts	Temporarily sewn to back side of buckle
	Handbags	Affix to strap
	Clutch Handbags	Inside the item in secure compartment
	Scarves, Ruanas/Ponchos, Gloves, Men's Neckwear	Care Label or Manufacturing Label
	Hats	Back center of headband
	Small Leather	Affix to zipper or slide in window inside the item
	Jewelry	Affix to item

Boxed Merchandise

All Types of Boxed Merchandise	<p>GTIN must be marked on a normally exposed side. In order of priority relative to main display panel:</p> <ul style="list-style-type: none"> Right side panel Top panel Back panel (only if right side and top do not provide adequate space) <p>Retail price sticker should be located near the GTIN.</p> <p>If the GTIN barcode is included in the artwork AND located on the bottom of the box, the artwork GTIN should be covered and the GTIN should be added to the retail price ticket.</p> <p>Mark all boxes displayed on the selling floor.</p> <p>Mark all pieces within the box if sold as a free standing item.</p> <p>Do Not locate the GTIN or retail price on the bottom of the box. When the box is moved the label could be scratched and not be scannable</p>
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Hanger Requirements

Ship all merchandise displayed hanging on our selling with an approved black VICS Hanger. SOHS is no longer a requirement, eliminate using the SOHS.

6.1.5 Hanging Merchandise Requirements

- Ship all adult apparel on black, shatterproof, VICS hangers with a turn-able metal hooks.
- Refer to the Lord & Taylor Hanger Matrix for a complete listing of all departments requiring hangers.
- Hanger must be inserted into each garment

The following products may not be used on hangers:



- Full foam covers on top hangers; foam (mini covers) that are visible for sleeveless garments
- Loose foam or fabric swatches on bottom hangers. Use hanger 6212 to prevent fabric damage.

The following product may be used in place of metal straight pins in dress shirts:


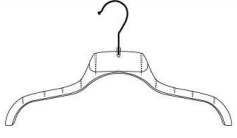
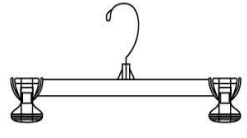
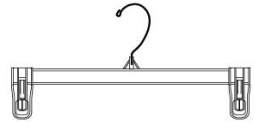
- Micropins – Avery Dennison
- Affix a size strip near the fold on merchandise displayed folded.
- Bottoms – affix size strip / tape 7 – 9” below the natural waist on the right rear of the garment. Size ticket should measure 6” x 1½. Must include waist and inseam on size strip.
- Tops – clear size stickers (e.g. S, M, or L on folded knit tops, knit shirts or sweaters). Size strip should be placed at the bottom right corner of folded garment, 1” from bottom fold and 1” from right fold.

The following hanger suppliers are approved by Lord & Taylor:

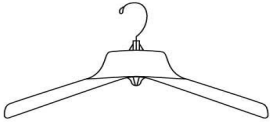
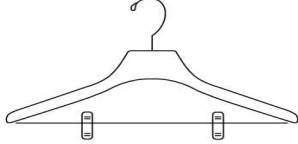
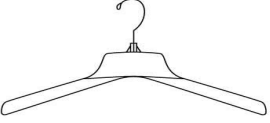


Sourcing Solutions www.ss-intl.com	Uniplast www.uniplastindustries.com	Visconti www.viscontihangers.com
Mainetti www.mainetti.com	Alliance Hangers	Hanger Plus www.hangerplus.us

6.1.6 Lord & Taylor’s Floor Ready Hanger Program





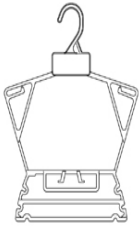
Lord & Taylor requires full hanger compliance with all VICS hanger standards, **SOHS (secure over the hanger sizer) is no longer a requirement, eliminate using the SOHS.** Merchandise displayed hanging on our selling floors, must be shipped on a black VICS Floor Ready Hanger. Using hangers that do not comply with these standards are subject to expense-offset charges. Questions should be directed to Gail Beebe at Gail_Beebe@LordandTaylor.com.

Family of Business / Examples	Hanger Description	Hanger Style		
TOP (use hanger size appropriate for product) Tops, Blouses, Dresses, Robes, Sleepwear Women’s jackets, 1 & 2 pc Swimwear Approved for swim: hangers 8212 & 8214 Collapsible hook hanger # 242 is approved from Sourcing Solutions. Optional for Knitwear / Sweaters	19” Top	479		
	17” Top	484		
	15” Top	485		
				
				
	19” Top	579		
17” Top	584			
15” Top	585			
BOTTOM (use hanger size appropriate for product) Bottoms, Pants, Skirts, Shorts, 2-piece & Strapless Swimwear, Men’s Swimwear Bottom hangers are available with clear “rubberized / crease-free padding to prevent garment damage if necessary. (6208, 6210, 6212, 6212, 6214) Heavy Bottoms should use style 7008, 7010, 7012, 7014	14” Bottom	6014		
	12” Bottom	6012		
	10” Bottom	6010		
	8” Bottom	6008		
				
			8212	
			8214	
	14” Bottom	6014		
	12” Bottom	6012		
	14” Bottom	7014		
12” Bottom	7012			
				



Family of Business / Examples	Hanger Description		Hanger Style
JACKETS (optional alternate to style #484) Women's Jacket, Heavy Robes, and all other heavy Tops	19" Top	3319	
	17" Top	3328	
	15" Top	3315	
Women's Suits Women's, Juniors, Missy Suites	17" Suits	494	
COATS (use hanger size appropriate for product) Outerwear Coats and Jackets	19" Coat	3320	
	17" Coat	3329	
	15" Coat	3316	
LEATHER COATS (Designed to prevent product damage, optional alternate to style # 3329, 3316, & 3320) Men's & Women's Leather Coats	19" Leather	3969	
	17" Leather	3957	
	15" Leather	3945	
INTIMATE APPAREL Intimate Apparel (Bras / Panties/ Slips) Clear, No Logos	GS-11		
	GS-19		
	CW-87		



Infants, Children's through Girls 6x, & Boys 7 separates:			
Use white plastic molded hook hanger, with color sizer as outlined in VICS standard. No logos. All other children's sizes use appropriate black hangers noted in top & bottom sections.			
12" 9412		472	
10" 9410		467	
8" 9408			
10" 6110		496	
8" 6108		12"	
		495	
		10"	
			951
			959

6.1.6.1 Hanger Examples – Children's Apparel Color Chart - Infant/Toddler/Juvenile VICS Sizer Color Chart

PMS 488C	PMS 131C	PMS 372C	PMS 297C	PMS 256C	PMS 1485C	PMS 352C	PMS 639C

	Infant	Preemie	Newborn	3 M	6 M	9 M	12 M	18 M	24 M
Toddler		2T	3T	4T	5T				
Juvenile Girls			3	4	5	6	6X		
Juvenile Boys				4	5		7	7X	
Pantone									
PMS 488C		X							
PMS 131C			X						
PMS 372C				X					
PMS 297C					X				
PMS 256C						X			
PMS 1485C							X		
PMS 352C								X	
PMS 639C									X

Please refer to www.VICS.org for a complete VICS Floor Ready Merchandise guide.



Department Numbers list below require merchandise to be shipped on a VICS Black Hangers.
FOR Ecommerce Hanger Instructions, please refer to Section 5.

6.1.6.2 Hanger Matrix – Revised 5/15/2012

DEPT	DEPT	DEPT	DEPT	DEPT	DEPT	DEPT	DEPT	DEPT
23	113	183	282	407	534	603	670	867
24	114	184	290	423	545	604	673	868
28	121	191	291	424	547	615	675	872
31	122	197	297	430	549	626	687	874
32	125	198	302	448	551	629	692	875
35	130	208	324	449	554	633	695	877
44	132	211	330	454	559	640	698	878
46	136	220	332	455	561	642	712	880
49	137	222	335	458	563	646	715	884
58	138	224	339	463	567	647	749	886
60	139	228	344	468	574	648	769	887
66	143	246	346	471	575	654	792	892
70	146	247	347	474	584	660	794	895
74	150	256	348	482	587	664	796	897
75	153	258	360	485	591		797	911
76	157	260	366	486	596		817	939
78	159	266	370	506	597		822	956
83	160	272	377	512	598		829	972
85	168	274	382	513			834	987
105	170	278	390	514			838	989
109	181	281	392	520			843	990

N

Note: New vendor's being set up by Lord & Taylor may not have the department number on the hanger matrix. Once the new department is set up completely and at the 15th of the month the matrix will be updated with any changes. Work with the L&T buyer if there are any questions.

General Rule:

All merchandise that is to be presented hanging on the selling floor must be shipped with the hanger inserted into each garment.



7 EDI Requirements

EDI is a requirement of doing business with Lord & Taylor. Our vendors are expected to comply. An expense-offset fee will be assessed to any vendor who cannot comply with this standard.

Need Assistance to become EDI Compliant?
Contact DiCentral at <http://www.dicentral.com/>
sales@dicentral.com
281-480-1121 Option 4.
Contact Patricia Graham: 212-391-5378 or Patricia_Graham@lordandtaylor.com, in the Lord & Taylor EDI office if you have system problems that prohibit transmitting required EDI documents.

“Lord & Taylor is dedicated to reducing the cost of quality in the retail supply chain through initiatives that include education and standardization. Courses offered by the VICS organization go a long way toward that end. Our vendors will gain critical insights into trade collaboration by taking these series of foundational e-courses.”
The TPAC (Trading Partner Alignment compliance Committee) courses are officially launched; the landing page is:
<http://www.vics.org/education/tnac-foundational-ecourses/>

EDI Setup

Please visit our Partners website <http://partners.lordandtaylor.com/partners/vendor/apply.jsp>
And fill out the New Vendor Profile Form by clicking on the RED BAR
This is an imperative step in the EDI setup, and will create the connection between yours and Lord and Taylor’s EDI networks.

ALL VENDORS MUST COMPLETE EDI TESTING THROUGH DICENTRAL
<http://www.dicentral.com/>
sales@dicentral.com
281-480-1121 option 4.

Lord and Taylor, known as America’s store, was acquired by NRDC in October of 2006. The Hudson Bay Trading Company, known as Canada’s store, was acquired by NRDC in July of 2008. The merging of these two iconic brands created the Hudson Bay Company and changed the retail landscape in North America.

Beginning March of 2010 the union of the two companies will require a system harmonization. The harmonizing of the systems will enable both companies to share vital information and ensure the continued strength of the union. This harmonization calls for the overhaul of all of the core systems, everything for PO creation to sales and Gross Margin history. It is the goal to create one map for every document currently being transmitted.

System Harmonization – Documents Effected – EDI(Electronic Data Interchange)

810	Invoices
820	Remittance Advice
824	Error Report
850	Purchase Order
856	Advance Ship Notice
860	PO Change Document (Next year)
997	Acknowledgement

With the merging of the companies, it became apparent that there are vendor partners that both companies are currently doing business with and using two very different maps. As a result, both companies will create one map for every document that is currently transmitted.

For this harmonization to be successful, the support of our industry partners is vital. Our Industry partner is our Vendor communities, Third Party EDI providers and our Van provider.



DI central has been working closely with Lord & Taylor to ensure the success of the EDI harmonization. They will be handling the testing of the new documents and will work with the vendor community to ensure a smooth transition to the new mapping. Vendor testing will begin March 2010 – June/July 2010. DI central's contact information is: www.dicentral.com, sales@dicentral.com or 281-480-1121 Option 4.

Additional information will be coming from Lord & Taylor in the next few weeks. Should you have any questions pertaining to the harmonization process please contact Andrea Smith, andrea_smith@lordandtaylor.com.

Thank you for your partnership!

The Lord and Taylor EDI Team

"Lord & Taylor is dedicated to reducing the cost of quality in the retail supply chain through initiatives that include education and standardization. Courses offered by the VICS organization go a long way toward that end. Our vendors will gain critical insights into trade collaboration by taking these series of foundational e-courses."

The TPAC (Trading Partner Alignment compliance Committee) courses are officially launched; the landing page is: <http://www.vics.org/education/tpac-foundational-ecourses/>

7.1.1 New Vendors

- Prior to EDI setup,
 - Complete the new vendor forms and fax them to: 212.391.3162.
 - Complete the on line **Vendor Profile Form** located on the partners.lordandtaylor.com web page.
- Confirm all merchandise is 100% GTIN marked and your Electronic GTIN catalog is available to Lord & Taylor through Inovis.
- Lord & Taylor trades EDI documents with the following networks:
 - Inovis, <http://www.inovis.com>.
 - DICentral, <http://www.dicentral.com/>, sales@dicentral.com, 281-480-1121 option 4.
 - GXS Global, <http://www.qxsolc.com/>
 - Note: Lord & Taylor only trades GTIN's through Inovis
- Lord & Taylor's Translator level testing of the 856-Advance Ship Notice and 810-Electronic Invoice documents with:
- DICentral, <http://www.dicentral.com/>, sales@dicentral.com, 281-480-1121 option 4.

7.1.2 New Vendor Testing Guidelines

- New Vendors must test EDI documents prior to transmitting documents and shipping merchandise to Lord & Taylor. Translator level testing of the 856-Advance Ship Notice and 810-Electronic Invoice documents with:
 - DICentral, <http://www.dicentral.com/>, sales@dicentral.com, 281-480-1121 option 4.
- Upon completion of successful testing, you are required to rollout production EDI documents. Questions should be directed to Patrica Graham, 212-391-5378.
- All format changes made to a previously approved UCC-128 label must be resubmitted to Lord & Taylor for approval before using. Fax revised label to 570-821-6249 or e-mail the label to Gail_Beebe@lordandtaylor.com with written changes. Please provide your name, phone, fax number, and email address on any correspondence that you have faxed.



7.1.3 Existing Vendors

Any changes pertaining to vendor DUNS Numbers or company name must be communicated in writing to our Accounts Payable Department: Lord & Taylor Attn: Accounts Payable 250 Highland Park Blvd. Wilkes-Barre, PA 18702

As an existing vendor currently trading EDI documents with Lord & Taylor, you are required to provide written notification of any changes to your vendor record maintained in our translator.

- Written notification should be submitted via the online Vendor Profile form located on our web page at partners.lordandtaylor.com. Email notification will not be sufficient for the successful completion of changes to your vendor record, and may cause delays.
- When making changes to the online Vendor Profile form please indicate that you are a current Lord & Taylor EDI Trading Partner. Do not submit the form as a new vendor, in order to avoid multiple EDI IDs in our translator for a single vendor.
- Lord & Taylor must be made aware of changes to EDI Identification Numbers, Service Providers, GTIN Catalogues, and Contact Information with at least a two-day notice. Any changes needed sooner than two days, may be delayed.

7.1.4 Tips for Successful EDI Transmits

- Transmit ASN's accurately. If vendor errors are identified, expense offset charges may be assessed.
- Please note that if changing VANS from our direct connect mailboxes at GXS and Inovia Inc., to any interconnect, all 852 Sales Data Reports will be turned off.
- Assign a unique bill of lading number (BOL) for each shipment. Using a BOL number multiple times will cause the ASN to be rejected.
- Lord & Taylor uses a 14-digit Bill of Lading number. If you transmit the 17-digit VICS BOL number, the system will truncate by dropping the three leading digits and use the last 14-digits of your Bill of Lading number. This will help avoid duplicate BOL numbers.
- Send EDI transmissions with a unique ISA control number.
- The following is a list of frequently occurring errors to avoid:
 - SLN segment in the 856-ASN (If you are retail price marking your merchandise)
 - SLN06 must be the retail price value
 - N1 ST segments:
 - N103 must be 92
 - N104 must be a 4-digit left zero filled numeric value
 - N1 SF segments:
 - N103 must be 91
 - N104 must be your EDI Sender ID number (numeric values only)
 - N1 BY segments
 - N104 must be a 4-digit left zero filled numeric value - NO ALPHA Characters
 - LIN segments must be populated with UK, for GTINs (VICS version 4030 ONLY).
 - REF segments must be populated with correct BOL numbers, 4-digit department numbers, etc.
 - All UCC-128 carton numbers and MAN segments must be 20-digit numeric value.
 - Insure uniqueness of your 20-Digit carton numbers. Duplicate carton numbers will result in rejected ASNs and expense-offset charges may be assessed.
 - Insure all segments are populated accurately based on our EDI mapping standards
 - Transmit documents once. **Note:** Only rejected documents that have been corrected should be retransmitted.

7.1.5 Tips for the updated Mappings

856:

- REF – only use 14 digits.
- N1 – NI04, direct to store DC#, or "9999" for Direct-to-Store
- PRF – PO#, 12 digits, it is now the PO# + DC#. For example: 939123450082
- TD101 segment to be used for L&Tonly
- HL segment to be used for L&Tonly
- **PO4** mandatory, if information not available, please populate with a "1"
- LIN – UK segment, EAN/UCC-14(GTIN) mandatory for 4030, no longer is 4010 accepted



850:

- BEG02 – Purchase Order Type code: RE, SA, BK, RL
- BEG03 – Purchase Order Number, 12 digits
- N1 – Ordered By segment optional, used for drop ship orders
- N3 – Special Order Address Information segment optional, used for drop ship orders
- PO103 – Unit or Basis for Measurement Code, EA = Each, CA= case
- CTP03 - \$1 hard key accepted for now, must let Lord and Taylor know when compliant
- SDQ – Destination – Quantity Data, will not be sent on BK order (BEG02)

EDI Identification Numbers

Please note that Lord & Taylor uses different ID numbers for Inovis and GXS. Please make sure you use the correct ID numbers for your EDI VAN service.

To Trade Documents using GXS Global eXchange Services (GXS)

The following ID is to be used for Direct Connects to GXS only:

	Sender/Receiver ID Number
Lord & Taylor	08 / 6111492150

Note: GTIN’s will no longer be traded through GXS. To trade GTIN’s all vendors must subscribe to Inovis.

To Trade Documents using Inovis , the following ID is to be used for Direct Connects to Inovis, Dİcentral and all other Interconnects:

	812, 820, 824, 850, 855, 856	210, 214, 810	852 Only available via direct connects
Lord & Taylor	08 / 6111492199	08 / 6111492100	08 / 6111492199

Advance Ship Notice Requirements – 856’s

An ASN is an electronic packing slip that allows Lord & Taylor, to upload receipt information into the main frame and eliminate data entry. When an ASN is transmitted in advance of the receipt of a shipment, we are able to verify “packing slip” information against the purchase order. Upon arrival of the 100% floor ready shipment, the shipment will be able to move directly from the inbound dock, to outbound delivery trucks, then to the selling floor, thus generating sales for both Lord & Taylor and our vendors.

- VICS 856-Advance Ship Notices are required. An expense-offset will be assessed for failure to send an ASN.
- Consolidate VICS 856 Advance Ship Notice/Manifests at the carton level.
- Transmit ASN’s real time, when your shipment leaves your distribution center. An expense offset will be assessed for late or missing ASN.
- If no ASN is sent, email the packing slips to packingslips@lordandtaylor.com, when the shipment leaves the vendor’s facility.
- Packing slips should show only the actual merchandise that is being shipped.
- Mail Paper Invoices to:
Lord & Taylor
Lucy Tulao
250 Highland Park Blvd.
Wilkes-Barre, PA 18702
- Please review your 997 Functional Acknowledgment to verify acceptance of ASNs or to identify rejected documents. If documents are rejected, refer to the AK3 and AK4 segments for the reason, make appropriate corrections, and retransmit corrected ASN’s as soon as possible. (997 mapping is available in the 4030 Mapping section of partners.lordandtaylor.com. Failure to transmit a corrected ASN may result in expense-offset charges.



UCC/EAN-128 Label Requirements

- All shipments require UCC/EAN-128 Shipping Container labels that match the related, valid ASN transmission for the shipment. Expense offset charges will be assessed for shipments without labels.
- Labels must meet GS1 US specifications, arrive in a legible, scannable condition and be printed smudge resistant. Expense offset charges may be assessed if the barcode is unscannable.
- Lord & Taylor uses high speed, automatic sortation systems in our distribution center. To insure accurate and timely processing, the following label specifications are required for the UCC/EAN-128 barcode:
 - ANSI Grade B or better barcode in UCC/EAN 128
 - 20 MIL minimum narrow element width
 - 1.0" minimum bar height
 - Minimum Quiet Zone of 10 times the X-Dimension or 0.25"
 - UCC/EAN-128 must be placed on the carton in the proper position.
 - Do not use any additional barcodes on the UCC-128 label. NO individual branch store barcodes are allowed, or the Mark For barcode. Also not allowed are the Carton Contents barcodes.

7.1.6 Required UCC-128 Label Information

Zone	Description	Attribute
A	Vendor Name and Address	Mandatory
B	Lord & Taylor, 250 Highland Park Blvd. Wilkes Barre, PA 18702	Mandatory
C	Ship-to Postal Barcode. Must have 420 prefix with 5-digit zip code.	Conditional
D	Carrier Name, Bill of Lading Number	Conditional
E/F	Purchase Order Number and Department Number (PO numbers are 12 digits) Example po number sequence: 001234560082 or 123456780082	Mandatory
H	Branch Store Name, Product Group Name (name available in the REF PG segment of your 850 – Purchase Order), and Branch Store Number. The Branch Store number must be at least 24-point font size, and a 4-digit left zero filled number. Refer to the Store to DC Listings tab for the list of Branch Store Names and Branch Store Numbers.	Mandatory
I	UCC/EAN- 128 barcode must be SSCC-18 format with the appropriate Application Identifier (AI). Must be a 20-digit number.	Mandatory

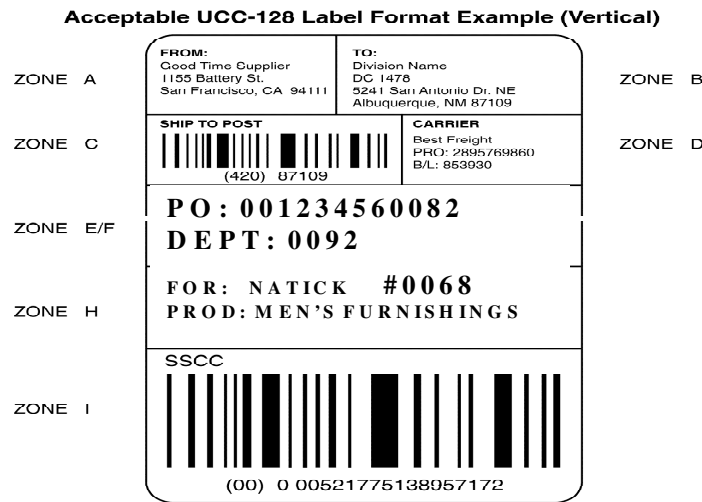
- Only the UCC/EAN-128 label should appear on the cartons. Additional barcodes will result in an expense offset charge.
- This is the minimum information required on all UCC/EAN-128 labels. Any additional text information is acceptable if it does NOT interfere with scanning sortation systems and has been approved by Lord & Taylor.
- No additional barcodes are allowed on the UCC-128 label or on the cartons.
- Additional information on barcode and UCC/EAN-128 label symbology is available at: www.gs1us.org.
- Questions pertaining to barcode symbology, contact Laura Redman at the Stratix Corporation, 770-582-4203 or laura.redman@stratixcorp.com.
- A sample of the vendor's new or revised UCC-128 label must be emailed to Gail_Beebe@lordandtaylor.com. Please provide your name, phone, and email address on any correspondence that you have faxed.



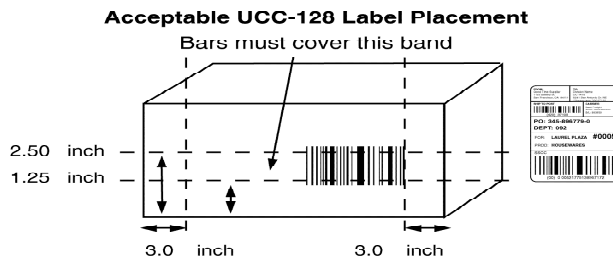
7.1.7 UCC-128 Label Placement

- Place one UCC128 label on the longest side of the carton. The UCC-128 Carton label must be placed in between the 3" range from either vertical edge of the carton, and 1¼" from bottom edge of the carton to avoid crushing of the barcode. Follow the label placement requirements that have been illustrated for your reference on next pages.
- If the carton is 7½" in height or above, place either the vertical or horizontal label format on the side of the carton.
- If the carton is less than 7½" in height, the vertical label format may be overlapped from the top to the side of the carton as long as the barcode is not folded.
- Do not place UCC-128 labels over product ID numbers, GTIN barcodes, retail price or other consumer information on merchandise shipped and displayed in the same carton. If shipping UPS, FedEx or LTL carrier, do not combine the UCC-128 Label with the carrier shipping label. The Lord & Taylor UCC-128 Label must be affixed to the cartons in addition to any label used by the carrier.
- As an alternative to overlapping the label on cartons less than 7½" in height, you may choose to place the label on top of the carton, parallel to, but not overlapping the seam.

Figure 7 A : Example of an acceptable label format



SSCC bar codes used for automatic sortation. Do not apply Zone G, Final Destination Code - Ship For Number or Mark For Number bar codes





Option 1 (Preferred vertical label placement): Labels must be placed on the longest side of the carton, 3" from the vertical edge and 1¼" from the bottom of the carton. To be applied to cartons that is 7½" in height or above.

Option 2 (Overlapped vertical label placement): Labels must be placed on the longest side of the carton, 3" from the vertical edge and 1¼" from the bottom of the carton. The barcode must not be folded. To be applied to cartons that is less than 7½" in height.

Option 3 (Top of carton vertical label placement): Labels placed on top of the carton, parallel to, but not overlapping the seam. To be applied to cartons that is less than 7½" in height. A specification for 3" from the vertical edge and 1¼" from the bottom of the carton does not apply for this placement.

Figure 7 B : Preferred Vertical Format

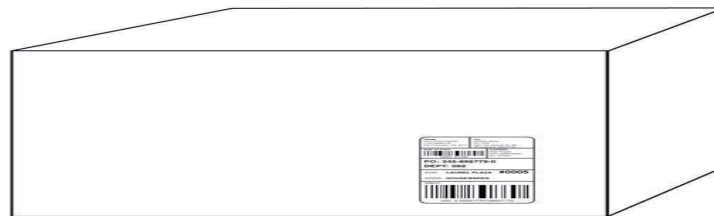
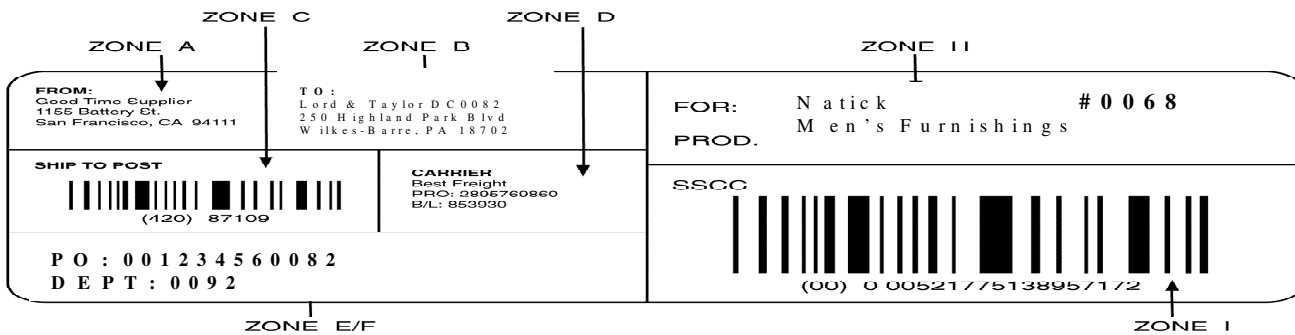


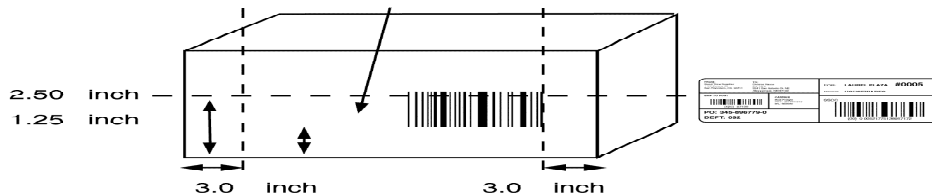
Figure 7 C: Acceptable Label Formats

Acceptable UCC-128 Label Format Example (Horizontal)



SSCC bar codes used for automatic sortation. Do not apply Zone G. Final Destination Code - Ship For Number or Mark For Number bar codes.

Acceptable UCC-128 Label Placement
Bars must cover this band





7.1.8 Example of a non-EDI Carton Label

The following form is a template to be used temporarily while a non-EDI vendor is working to become EDI compliant.

This area should read exactly this way →

Store Name & Number should be **at least** 24 pt. font →

From:
Vendor Name
Address

To: Lord & Taylor
DC #0082
250 Highland Park Blvd.
Wilkes-Barre, PA 18702

**For: Store#0001 NY
PO # 001234560082
Dept. 381**

Non-EDI/Non-ASN Vendors must e-mail packing slips to packingslips@lordandtaylor.com when the shipment leaves the vendor's shipping facility. In the Subject Section of the e-mail, include the purchase order number.

Packing slips should show only the actual merchandise that is being shipped

An expense offset will be assessed if the packing slips do not arrive before the shipment.

Note: Non-EDI shipments will need to have packing slips emailed to Packingslips@LordandTaylor.com. Include the purchase order number in the subject section. Packing Slips should show only the actual merchandise that is being shipped.



Product Group List for Lord & Taylor Vendors

The following list of product group names is to be used in Zone H of your UCC-128 Carton Label. The name that is specific to your merchandise can also be found in the REF PG segment of your 850 Purchase Order.

PRODUCT GROUP NAME	MERCHANDISE CONTENT DESCRIPTION
Women's Shoes	Women's casual, dress, and athletic shoes
Cosmetics	Treatments, color, and cosmetic accessories
Women's Fragrances	Women's fragrances
Men's Fragrances	Men's fragrances and treatments
Handbags/Access	Handbags, small leathers, costume/bridge/fine jewelry, watches, belts, scarves, hair goods, sunglasses, hats, women's umbrellas, and gloves
Hosiery	Hosiery, tights, socks, and slippers
Better Sportswear	Misses better and bridge collections, separates, casual, and denim
Moderate Sportswear	Misses moderate sportswear, weekend wear
Petite Sportswear	Better and moderate petite sportswear
Women's Spts/Dress	Better and moderate women's sportswear and dresses
Swim	All women's Swimwear
Dresses/Suits	Misses and petite dresses and suits
Coats	Misses, petite and women's coats, rainwear, leather and outerwear
Intimate	Bras, shapewear, daywear, pants, sleepwear, robes, loungewear
Children's	All sizes boys' and girls' sportswear (infants through 8/20), dresses, swimwear, sleepwear, hosiery, underwear, toys, accessories, hats, glove, and gifts
Children's Shoes	Boys and girl's casual, dress, and athletic shoes
Men's Furnishings	Dress shirts, neckwear, underwear, socks, pajamas, robes, jewelry, small leathers, belts, sunglasses, hats, gloves, slippers, men's umbrellas, and gifts
Men's Sportswear	Sport shirts, knit shirts, sweaters, pants, related separates, leathers, outerwear, active, swimwear, and shorts
Men's Collections	Sportswear and denim collections
Men's Clothing	Suits, sport coats, slacks, topcoats, and rainwear
Men's Shoes	Men's casual, dress, and athletic shoes
Tabletop/Gifts/Home	China, glassware, silverware, candles, gifts, utility, bedding, bath, furniture, rugs and lighting
Trim-A-Home	Holiday specific gifts, accessories, and decorations
Luggage	Luggage, backpacks, and briefcases
Stationery/Frames	Cards, calendars, gift-wrap, frames, photo albums, and photo storage
Candy/Foods	Candy, gourmet foods, and coffee



8 Guidelines for Communication and Correspondence

Continue to send your monthly/quarter dispute packages for all Accounts Payable issues, as you have always done.

Packages for Handling/Compliance/Traffic no longer need to be sent monthly or quarterly.

Do not dispute Expense Offset Charges with the Lord & Taylor merchant.

Please follow the "Guidelines for Communication and Correspondence" instructions in this manual.

All communications regarding expense-offset charges MUST be handled through the Lord & Taylor Vendor Relations Office.

Vendor Relations Guidelines for Communication and Correspondence

The Lord & Taylor Vendor Relations department is designed to offer all of our vendors the most professional, accurate and courteous service possible. It is our desire to ensure that our account with your company is maintained regularly and is kept in a current payment status.

In order to accomplish our objective, we kindly ask that you follow the "Guidelines for Communication and Correspondence" as detailed on the attached page. Our efforts will only be successful with your cooperation.

Website address- Partners.LordandTaylor.com

This site provides the following information:

Invoice Payment Status
Account Balances

Check Information
Request claim copy

Telephone Hours

- **New phone number 1-703-404-9129 or 1-612-216-7340.**
- Phone hours: Monday through Friday, 8:00 AM - 4:00 PM Eastern Standard Time.
- Please use this time to follow up on open correspondence or to obtain information not accessible through the website.

Correspondence

- All disputes and correspondence are to be submitted via e-mails to AP.Helpdesk@lordandtaylor.com. Allow 3-4 weeks for a response.

Invoices/ Chargebacks

- To check the status of invoices, chargebacks online or any outstanding invoices, may be sent to via e-mail or fax.

Copy Requests

- Copies are sent to support all deductions taken from checks within 10 days of printing the check. For example, deductions made on the 11/03/2010 check will be mailed by 11/13/2010. Copies are sent via email to the appropriate contact person.
- Copies will come in the form of the CCN report, that list all deductions by type, to the detail level on a specific check.
- If a vendor's consistently request duplicate copies, it may become necessary to assess a charge to defray the costs of supplying information multiple times.



Claim Dispute

- All disputes and correspondence are to be submitted via e-mails to AP.Helpdesk@lordandtaylor.com and will receive a ticket number.
- Direct emails to Lord and Taylor associates will not be considered for review.
- Disputes **must be sent within 60 days from the date issued.** After 60 days the charges will not be reviewed. Monthly, quarterly and annual listing of disputes will not be accepted.
- All backup is required when submitting a dispute for review. (ex. Bill of Lading).
- A new ticket must be opened for each dispute.
- **Allow 3-4 weeks for a response.** Do not open an additional ticket for the same issue, as this will start the 3-4 week response time over.
- **A handling charge may be applied for not following the New Claim Dispute Process.**

Lord & Taylor Expense Offset Charges

All Communications regarding expense-offset charges MUST be handled through the Lord & Taylor Vendor AP Helpdesk, AP.Helpdesk@lordandtaylor.com.

8.1.1 Floor Ready

Compliance Issue	Comments	Expense Offset-Minimum \$250
No VICS Hanger or Incorrect Hanger	All apparel requires VICS floor ready hangers. Refer to the L & T hanger matrix for departmental detail. All department located on the matrix require a black VICS hanger -Incorrect VICS hangers -Hanger not inserted in garment	\$25.00 per PO plus: \$3.00 for using an incorrect hanger/per unit \$2.00 for using NO hanger/per unit
No UPC Ticket NO UPC PROVIDED, L&T CREATED UPC	All merchandise requires UPC marking. -Missing or poor quality industry standard UPC ticket -Merchandise ticketed with wrong UPC	\$25.00 per PO plus .50 per unit
UPC Not on QRS catalog or Invalid UPC	- UPC not on catalog at time of order receipt - UPC requires corrections.	\$250.00 per PO
No or Incorrect Retail Price Marking	Retail price marking is required in all areas except shoes, and cosmetics. -Incorrect or missing retail	\$25.00 per PO plus: \$3.00 for using an incorrect retail price \$2.00 for not having a retail price
Excessive Packaging and Interruption of Flow	-Do not use: clips, rubber bands, pins, straps, hanger foam or excessive tissue and cardboard	\$25.00 per PO plus .50 per unit



Only Store 199 Internet (ECOMM) Requirements:		
No visible UPC barcode on the polybag/box	All polybags or container boxes must have a UPC barcode sticker on the outside	\$250.00 per PO and \$2.00 per unit
UPC not attached to the merchandise	All merchandise must have the UPC hangtag attached	\$250.00 per PO and \$2.00 per unit
Merchandise shipped on a hanger	Hangers are not allowed Except: Men's/Women's Coats Special Occasion Garments Sequined / Beaded Dresses Men's / Women's Blazers / Jackets Men's / Women's Suits	\$250.00 per PO and \$2.00 per unit
Merchandise not packed in a polybag	All merchandise shipped must be packed as an individual selling unit	\$250.00 per PO and \$2.00 per unit
Merchandise not folded	Merchandise must be folded as per the guidelines in the Vendor Manual	\$250.00 per PO and \$2.00 per unit

8.1.2 ASN EDI

Compliance Issue	Comments	Expense Offset-Minimum \$250
Late ASN	ASN received more than 24 hours after actual ship date.	\$10.00 per carton
No Carton Level ASN	-No ASN available at time of receipt -Shipment level ASN missing carton details	\$10.00 per carton plus \$10.00 per UCC128 label
Inaccurate ASN Data	-Incorrect carton or piece counts -Incorrect or duplicate carton number -Errors in mapping that result in translator rejects -Invalid UPC	\$10.00 per carton \$10.00 per carton \$250 per incident \$10.00 per carton
Incorrect ASN Data	-Wrong PO -Wrong Department or Store	\$100.00 per PO \$250.00 per incident
Incorrect Vendor No./ Terms Transmitted on Invoice	-Incorrect Duns # or Incorrect Terms transmitted on invoice, requiring corrections	\$250.00 Per PO
Incorrect Mapping on 810 Invoices	-Errors that result in translator or system rejects.	\$250.00 Per PO

8.1.3 Carton Markings

Compliance Issue	Comments	Expense Offset-Minimum \$250
Missing/ Unusable UCC-128 Labels	-Poor quality or missing UCC-128 label -Incorrectly located UCC-128 label -Incorrect UCC-128 label format -Multiple barcodes on UCC-128 label or carton -No/bad ASN, causing the cartons to be rebarcoded -Over stuffed cartons	\$10.00 per carton
	-UPS/LTL label used instead of the UCC-128 shipping label	Flat charge of \$250

**8.1.4 Packing Slip/ Paper Invoices**

Assessed only if accurate ASN/EDI invoice are not provided on time)

Compliance Issue	Comments	Expense Offset-Minimum \$250
Packing slips not received in advance of shipment (pertains to nonEDI/ASN vendors and shipments)	-Packing slips need to be emailed to packingslips@lordandtaylor.com when shipment leaves the vendor's facility. -Packing slips with incomplete information	\$7.50 per carton
No EDI Invoices	-All invoices for payment must be sent via EDI within 7 days after actual ship date	\$50.00 per invoice

8.1.5 Shipment

Compliance Issue	Comments	Expense Offset-Minimum \$250
Shipped Early	Shipped by vendors indicated by carrier pick up date, prior to the "do not ship before" date specified on the purchase order.	\$50.00 plus 10% of cost price of shipment
Shipped Late	Shipped by vendor as indicated by carrier pick up date, after the "do not ship after" date specified on the purchase order.	\$50.00 plus 50% of cost price of shipment
Style Substitution	Style shipped not on purchase order or ASN	\$50.00 plus 5% of cost price of shipment
Store not on Distribution	Branch store shipped not on Purchase Order	5% of cost price of shipment
Style not ordered for store	Vendor shipped style not ordered for store	\$100.00 per store
Shortages	Piece count short by door	\$100.00 per store

8.1.6 Return to Vendor

Compliance Issue	Comments	Expense Offset-Minimum \$250
Vendor Returns	Damaged / defective merchandise	7% plus transportation cost

8.1.7 Others

Assessed only if vendor request additional copy of claim

Compliance Issue	Comments	Expense Offset-Minimum \$250
Claim Copy Request	Excessive claim copy request	\$5.00 per claim copy



8.1.8 Freight

Examples are provided below, but examples listed are not inclusive of all chargeback's.

<p>Routing guide not followed</p>	<p>Non-compliance to routing guide Examples include (but not limited to):</p> <p>Failure to consolidate multiple shipments sent on the same day</p> <p>Pieces shipped exceed the maximum pieces allowed for the carrier.</p> <p>Oversize carton shipped via UPS</p>	<p>\$75.00 plus full freight</p> <p>\$75.00 plus full freight</p> <p>\$75.00 plus full freight</p> <p>\$35.00 Per receipt plus \$0.50 per carton</p>
<p>Freight shipped collect on back order</p>	<p>Failure to prepay freight on back orders unless authorized by the buyer.</p>	<p>\$75.00 plus full freight</p>
<p>Inaccurate / incomplete Bill of Lading</p>	<p>Inaccurate or incomplete, unauthorized information on BOL as required in routing guide, including use of non-VICS Bill of Lading Examples include (but not limited to):</p> <p>Missing NMFC and / or classification # on BOL</p> <p>Missing dock letter on BOL</p> <p>Missing Maintain Shipment & PO Sequence on BOL</p>	<p>\$75.00 plus full freight</p> <p>\$75.00 plus full freight</p> <p>\$75.00 plus full freight</p> <p>\$125 + \$75 handling</p>
<p>Vendor Fault Accessorial</p>	<p>Accessorial charges assessed by a carrier resulting from shipper's loading method. Examples include (but not limited to):</p> <ul style="list-style-type: none"> - Sort and segregate - Detention - Driver load or count - Truck ordered, not used 	<p>Charges + \$75 handling</p>
<p>Allowances</p>	<p>Allowances are not violations, but allowances set by Lord & Taylor policy or are the result of agreements.</p>	<p>Freight charge only.</p>



9 Frequently Asked Questions

I am a new vendor, how do I get started? What documents do I have to provide through EDI?

The Vendor Profile Form will need to be completed on line. There are 3 forms located in the Vendor Manual that will need to be completed and either emailed to Patricia.graham@lordandtaylor.com or faxed to 212.391.3162. Lord & Taylor requires Advance Shipment Notices (856), Electronic Invoices (810), Application Advise (824). Mapping for these documents is available by clicking the EDI/Floor Ready tab on the homepage of <http://partners.lordandtaylor.com/partners/index.jsp>. You should then click on the EDI mapping and sample data section.

What VAN should I use to trade EDI documents with Lord & Taylor?

Lord & Taylor does not require the use of a specific van to trade EDI documents. We are able to trade documents directly through Inavis Data Exchange Network Services, 887-446-6847, www.inovis.com and GXS Global, www.gxsolc.com. If you use a different VAN, you should contact your provider to establish an interconnect relationship with Lord & Taylor.

NOTE: To trade GTIN's all vendors must subscribe to Inavis.

How do I test EDI documents with Lord & Taylor?

For a nominal fee, you will test the compliance of your VICS 4030 documents through DI Central Corporation. DI Central Corporation <http://www.dicentral.com> 281.480.1121 Option 4
sales@dicentral.com

I am not ready to do EDI, What do I do?

Lord & Taylor requires the use of the 856 Advance Ship Notice, 810 Electronic Invoices and the Application Advise (824) documents. If you are unable to create EDI documents, there are several options. Now available are desktop kits that will enable your company to do "EDI". There are also third party providers that can create EDI documents for your company without having to committing internal resources to an "EDI department". Please contact one of the following to find the options will work for your company.

GXS Global Exchange Services	www.gxsolc.com	800.334.5669, Option 3
Inavis Data Exchange Network Services	www.inovis.com	577.446.6847
1 EDI Source	www.1edisource.com sales@edisource.com	877.334.9650
DI Central Corporation	http://www.dicentral.com sales@dicentral.com	281.480.1121 Option 4

I am a new vendor and I need to ship an order to Lord & Taylor right away. I haven't had time to test my EDI documents, what should I do?

Send an email to Gail.Beebe@lordandtaylor.com to discuss alternative EDI providers that can set up vendors quickly.

Where do I find the EDI Sender / Receiver ID's for Lord & Taylor?

The sender / receiver identification numbers are listed in the EDI section of Lord & Taylor's Floor Ready Requirements guide.

I just started doing EDI for my company and I need someone to tell me how to do the mapping and help me understand the electronic documents. Can you help me?

Lord & Taylor also provides sample mapping information, it is available under the EDI / Floor Ready Tab in the EDI mapping and sample data section of the following website: <http://partners.lordandtaylor.com/partners/index.jsp>. The Uniform Code Council (UCC) offers an introduction to EDI called "Supply Chain U". You can find out more about this course by going to the UCC, website at www.uc-council.org. This web site is also a good source of information regarding document standards.

What version of VICS mapping should I use, and how do I read my functional acknowledgment?

Lord & Taylor currently trades documents using the VICS 4030 standards. The functional acknowledgement mapping is located under the Edi/Floor Ready Tab in the Edi mapping and sample data section of <http://partners.lordandtaylor.com/partners/index.jsp>.



The buyer told me that a purchase order was transmitted to my company but I can't find it. Who should I contact?

Contact the Lord & Taylor buyer to ensure that the purchase order was actually sent. For assistance contact Patricia Graham, Edi Analyst at 212.391.5378 or Patricia_Graham@lordandtaylor.com.

I need GTIN numbers. Where do I get them?

You must contact the Uniform Code Council to obtain GTIN blocks. Please refer to their web site www.uc-council.org.

Who do I contact to put my GTIN's in an electronic catalogue?

Please contact Invois Catalogue 877.446.6847, <http://www.invois.com>.

Who should I contact for approval of my UCC-128 label?

Gail Beebe will approve all vendors' UCC-128 carton labels. Email a scanned label to Gail_Beebe@LordandTaylor.com for approval. All other EDI questions or 856/810/824 EDI document testing is conducted with either of the following:

GXS Global Exchange Services	www.gxsolc.com	
DI Central Corporation	http://www.dicentral.com	281-480-1121 Option 4
	sales@dicentral.com	

What symbology should I use on the UCC-128 container label? Where can I get information about Barcodes?

Lord & Taylor follows the application standards for shipping container labels using the UCC / EAN 128 symbology. Detailed information on Barcode symbology and container labels is available at: - www.uc-council.org/reflib/00603/index.html.
Floor Ready.

Who should I contact to approve my GTIN retail ticket?

New vendors must have GTIN tickets approved by Lord & Taylor prior to their first shipment. Please email a scanned a copy of the ticket to Patricia_graham@lordandtaylor.com

How do I gain access to the Vendor Selling reports and the Accounts Payable system?

To get access to the reports, you will need to fill out the forms found in the Vendor Reporting section of the partners.lordandtaylor.com. [Selling Reports](#) [Accounts Payable Reports](#).

What is a Security Administrator?

An associate, within a vendors' company, that will be responsible for setting up other associates' to access the vendor reports. The individual will provide each associate with a user ID and password.

What is an FTP?

A File Transfer Protocol (FTP) is a protocol that allows users to copy files between their local systems and any system they can reach on the network. It is not an email address. It should be a setup of an ftp Lord& Taylor account with a default directory so that when we login, we get placed in the directory automatically.

Do I need an FTP to get reports?

No, you do not need an FTP address to access reports. Reports can be downloaded from the [Vendor Reports](#) site.

What are the Internet Email Policies?

We block mail from unsecured servers. Open relays, open proxies, dynamic IP Addresses, residential IP Addresses are all classified as unsecured. We do not accept Email that exceeds 12 megabytes (including headers/body/attachments). We do not accept executable attachments. (i.e. .exe, .com, .bat, .pif, etc...) All attachments should be zipped. We will reject connections from any IP Address that does not have proper DNS setup. IP Addresses with an invalid DNS setup are treated as unsecured and blocked. Proper DNS setup includes valid MX, A, PTR records for your domain. We will reject connections from any server that repeatedly attempts to reach an invalid mailbox. Complaints of unsolicited Email will result in connections from the sending server to be rejected. All Email is scanned for Virus and content violations. Servers sending objectionable content will result in connections from the sending server to be rejected.



How to troubleshoot Email Problems?

If your Email is returned from us as undeliverable, it will contain one of the following types of messages:

Unknown user

Recipient address rejected: User unknown in relay recipient table suggests that the mailbox you are sending to is not valid.

Invalid Sender Email address

Sender address rejected: Domain not found and

Sender address rejected: need fully qualified address suggest that the address you are sending from is not valid.

Invalid HELO

Hello command rejected: invalid HELO usually associated with SPAM suggests:

- That you gave us invalid information that was previously reported being associated with SPAM or Virus complaints.
- That your server is not setup to correctly identify itself. If you are using Microsoft Exchange there is a MS Knowledge base article [here](#) that can assist you.

Connection rejected

Client host rejected: Too much SPAM from this address/ISP suggests that your address received excessive complaints of SPAM or Virus activity.

Relay access denied

You cannot RELAY mail through our servers. We only accept mail destined for one of our domains.

10 Summary of Manual Revisions

The text printed in **Red Font** is the most current revisions to the Lord & Taylor Vendor Manual. This is to help you identify all the changes or additions from previous Lord & Taylor policies. **Note:** Revisions to our Vendor Manual will be updated on the 15th of each month. It is the vendor's responsibility to check our website each month for changes.

January 2, 2008		
Section	Page	Description
All	All	Added red font to new revisions. Deleted the red front from the changes from the prior publication. Formatting revisions.

May 15, 2008		
Section	Page	Description
Contacts	4	Revised e-mail contact for John McQuade and Kristen Zim. New e-mail address is: Traffic.LT@lordandtaylor.com
Expense Offset Charges	8	The Offset Charge for shipping without an approved clear VICs hanger will now be assessed at the following: \$25.00 per PO plus .75 per unit. Refer to the L&T Hanger Matrix for departmental details. All departments located on the matrix require a clear VICS hanger.
Store Listing	57	Added a new L&T store. Store 0199 - Internet

August 15, 2008		
Section	Page	Description
Hanger Matrix	58	Departments have been added to the matrix
Store Listing	57	Deleted store 101 – Pick N Pack

March 15, 2009		
Section	Page	Description
Industry Contacts	6	Added a new hanger source: Sewing Collections. (Refurbished & New hangers) 1EDI Source
Packing Requirements	13	A minimum of one sheet of tissue will be allowed.
Packing Requirements	14	Must add a section on the Packing Slip for a GTIN (UPC) number.
Hanger Matrix	22	Matrix has been update with additional departments



April 15, 2009		
Section	Page	Description
Hanger Matrix	22	Matrix has been updated.
EDI Requirements	43	Use the Product Group Description - Handbags/Accessories for Women's Umbrella's.
EDI Requirements	43	Use the Product Group Description - Handbags/Accessories for Fine Jewelry
EDI Requirements	43	Use the Product Group Description - Men's Furnishings for Men's Umbrella's

May 15, 2009		
Section	Page	Description
Packing Requirements	14	Packing slip information.
Expense Offset Charges	45	Offset expense handling charge for No VICS hanger information
Hanger Suppliers	6	New hanger supplier added

July 15, 2009	
Section	Description
Hanger	Reformatted the hanger section and removed old hanger information
UCC-128 Label	Added additional information about label spec's
Store Information	Closed store 118 - Landmark
EDI	VICS Trading Partner Alignment & Compliance Committee is offering a series of foundational e-courses. Lord & Taylor supports the courses and encourages our vendor community to participate in the training.

August 15, 2009	
Section	Description

October 15, 2009	
Section	Description
Packing	Do not over pack cartons. Cartons must be able to lie perfectly flat on all sides: without bulges in the middle or on any seam. Beginning November 15, 2009 an offset handling charge will be applied to cartons not meeting the packing requirement.

May 15, 2010	
Section	Description
Store listings on page 15, added new store	Jersey Garden Outlet

Aug 15, 2010	
Section	Description
Testing Guidelines, p 27	All vendors must test through DICentral.
EDI Requirements, p 12	All vendors must test through DICentral.
Ticket Examples, p 21	Box, Jewelry, Rattail sticker examples provided.
Updated Mapping, p 30	Tips on New Mapping Changes.

Sept. 15, 2010	
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Section	Description
Store List Guidelines for Communication	Added a new store – Great Lakes - # 187 Page 40, new Vendor Relations contacts

Changes for November 15, 2010:

New Vendor Relations guidelines for communication and correspondence.

Refer to page 43.

REFER TO THE L&T ROUTING GUIDE FOR DETAILS ON THE FOLLOWING:

For LTL carriers only – not Consolidations or truckloads:

As of 12/25/10 - New Rules will be in effect for LTL rates on Clothing (NMFC item 49880)

Clothing is now a dimensionalized commodity: To avoid higher rates, all cartons of clothing must weigh at least 8 pounds per cubic foot. (Routing Guide is located at partners.lordandtaylor.com)

May 15, 2011	
Section	Description
Pg. 7 – New Vendor Information & Forms	Lord and Taylor has retained DiCentral to manage our testing process for EDI document specifications. Please contact DiCentral to make arrangements to test your documents. Any trading partner that does not meet the testing requirements will be subject to expense off-set charges should the documents be rejected by Lord 7 Taylor translator. There is no in house testing. Contact DiCentral directly to test EDI documents at: DiCentral Corporation (281) 480-1121 Ext. 4 sales@dicentral.com www.dicentral.com
Pg. 17 – Floor Ready Requirements	Vendors with fewer than 50 GTIN’s annually may provide an updated GTIN catalogue in a mutually agreed upon method. Failure to subscribe to the GXS catalogue may result in expense off-set charges.

July 15, 2011		
Section	Page	Description
UCC-128 Label	34	Do not use the Mark For barcode on the UCC-128 label. The only approved barcodes are the Ship-to Postal Barcode and the UCC-EAN-128.
Product Group Listing for L&T Home Stores	41	New list of product groups

June 15, 2011

Lord & Taylor moves to Eco-Friendly hangers

Lord & Taylor will follow the Voluntary Interindustry Commerce Solutions Association hanger guidelines, which change the standard color of “department store” hangers (with metal hooks) from clear to matte black. The move to the new hanger, will not impact infant’s wear, toddler’s or intimate apparel.

The same VICS clear hanger standards will apply to black hangers and the style numbers will remain the same as they were for the clear hangers. Lord & Taylor will also use the SOHS (Secure Over the Hanger Sizer) on the black hangers.

The move to black hanger enables the use of recycled materials and allows Lord & Taylor to participate in providing an ‘eco-friendlier’ product and make a meaningful difference in improving the environment. Lord & Taylor’s vendor community will begin shipping on black hangers beginning Spring 2012.

Sourcing Solutions
www.ss-intl.com

Uniplast
www.uniplastindustries.com

Visconti
www.viscontihangers.com



Mainetti
www.mainetti.com

Alliance Hangers
steve@alliancehangers.com

November 15, 2011

The following hanger suppliers are approved by Lord & Taylor:

Vendors shipping non-EDI/ASN will need to follow new instructions.

Going forward, non-EDI/ASN shipments will require packing slips, to be emailed to Lord & Taylor when the shipment is leaving the vendor's shipping facility. Packing slips should show only the actual merchandise that is being shipped. Email the packing slips to packingslips@lordandtaylor.com. The purchase order number should be placed in the Subject section of the email.

September 15, 2012

- All fragile merchandise must be identified with protective tape.
- All liquids should be marked "This Side Up" by Vendor.
- All cartons containing glass, plastic or clay merchandise must have dividers to protect merchandise from breakage and crushing (bottles must be capped).
- E-commerce packing and hanger requirements.

May 15, 2013

- SOHS are no longer required.

December 15, 2013

- Changes in disputing charges

Vendor
10/16