

NEIMAN MARCUS GROUP – COMMON GUIDELINES FOR EACH DIVISION
(NM STORES, NEIMAN MARCUS DIRECT – STORE 88 AND NM ONLINE – STORE 50)

I. GENERAL INFORMATION

1. Buyers are **NOT** authorized to issue routing. **All routing must be approved through the Neiman Marcus Traffic Office.** For questions regarding shipping, contact the Traffic Department at (903) 233-5590.
2. **FAILURE TO COMPLY WITH THESE PRINTED INSTRUCTIONS WILL RESULT IN ONE CHARGEBACK PER VIOLATION WHICH COVERS ALL ADDITIONAL HANDLING COSTS ASSOCIATED WITH FREIGHT, PACKING, INVOICING, AND MISROUTING.**
3. Over shipment, unauthorized substitutions, shipments not in compliance with purchase order specifications, and shipments received at the Neiman Marcus destination or consolidator prior to the "NOT TO BE RECEIVED BEFORE" date or past the "CANCEL IF NOT RECEIVED BY" date as indicated on the Purchase Order will be returned to the sender on a freight prepaid basis **WITHOUT** recourse to NEIMAN MARCUS and **WITHOUT OBTAINING VERBAL OR WRITTEN AUTHORIZATION AND/OR AUTHORIZATION LABEL.** The freight charges as well as a handling charge will be charged back to the vendor.
4. For information concerning temperature controlled service, please contact the Neiman Marcus Traffic Office at (903) 233-5590.
5. **Do not insure or declare value on any shipment, unless authorized prior to shipping by NM Transportation, including drop shipments when Neiman Marcus is the payer of freight.**
6. All authorized ground / air shipments should include po# on the reference line of the bill. Failure to provide the po# will result in a charge back. (see Section V. Line 4 below)
7. Miscellaneous freight charges (i.e. duty, tax, weight inspection fees, notify prior to delivery fees) will be charged back to the vendor.
8. Normal routing indicates ground shipping. Any additional freight charges where the shipment was requested by the vendor to be expedited in any way will be charged back to the vendor.

II. INVOICING

1. All merchandise must be invoiced by store number, purchase order number, and department number. Do not include multiple stores, purchase orders, or departments on a single invoice. There must be only one (1) invoice per store, per purchase order, per shipment.
2. **NEIMAN MARCUS DOES NOT ALLOW FREIGHT, INSURANCE, HANDLING, PACKING, CRATING, OR ANY OTHER MISCELLANEOUS CHARGES ON A MERCHANDISE INVOICE.**
3. All **invoicing and packing slips** must include the following information:
 - a. Corresponding purchase order number
 - b. Corresponding department number
 - c. Applicable store abbreviation and number
 - d. Vendor name and address
 - e. Quantity shipped
 - f. Size description (when ordered by size)
 - g. Style
 - h. Color description (when ordered by color)
 - i. Invoice number and date
 - j. Number of cartons covered by the invoice
 - k. Shipment weight
 - l. Duns number as shown on the purchase order
 - m. Total dollar amount by store
4. **Invoices/packing slips** should be included with the shipment based on the shipping instructions on our website. If you are directed to ship:
 - a. **UPS/FEDEX Ground/FEDEX Air:** Attach an invoice to the outside of **each** individual carton. (e.g. 4 cartons – 4 invoices)
 - b. **TO OUR CONSOLIDATOR:** Invoices should be sorted and manifested by the Distribution Centers. Complete one master Bill of Lading. Each Distribution Center (NSC – National Service Center, ECDC – East Coast Distribution Center, NM Direct) must be shown separately on the Bill of Lading with the purchase order number, carton count and weight showing for the different Distribution Centers. If you are required to do a manifest, attach the manifest and invoices to the master Bill of Lading and give to the driver.
 - c. **VIA ANY OTHER CARRIER:** Invoices must be placed in a master envelope and firmly attached to the outside of the lead carton per Distribution Center. You will only fill out 1 (one) master Bill of Lading but you must do a separate manifest for each DC (including a separate manifest for Store#79). The pallet or skid must be "shrink wrapped" to protect the merchandise and the envelope containing the invoices.
 - d. Purchase order number and corresponding department number **MUST** appear on Bill of Lading or associated chargebacks will result.
5. In the event that the invoices are produced at a different location or at a later date, you must have a packing slip containing all the required invoice information for each carton including an invoice number and extended dollar amount. Packing slips should be included with the shipment based on the specific shipping instructions on the website. The invoices should then be mailed to **Neiman Marcus Accounts Payable Department, 1201 Elm Street, Dallas, TX 75270** as soon as they are available. Payment terms shall be deemed extended until all the invoices are received. Therefore, you will expedite payment by including the invoices with the shipment.

III. PACKING GUIDELINES – CARTONS

1. All cartons must be packed by store & purchase order. No more than one store & one purchase order can be packed in a single carton.
2. All cartons must be well labeled. The information must be permanently attached to the carton, written directly on the carton, or on a non-removable label attached to the carton. A packing slip is not considered sufficient labeling.
3. Each carton **MUST** be clearly labeled with the following information:
 - a. Corresponding purchase order number
 - b. Corresponding department number
 - c. Store number and abbreviation or applicable warehouse number to the purchase order
 - d. Carton marking by store (example 1 of 3, 2 of 3, 3 of 3)
 - e. Ship to address.
 - f. All carton markings and carton labels must be placed on side of carton, to include UCC 128 labels, all carriers labeling, address labels, etc...
4. Distribution and warehouse facilities that ship for multiple divisions must issue a separate Bill of Lading for each division. All other freight shipped from an individual location on the same day **MUST** be combined on the same Bill of Lading unless otherwise instructed.

IV. PACKING GUIDELINES – MERCHANDISE

1. All merchandise must be labeled with a style number. All merchandise that is packed in bubble wrap or plastic must have the style number of that merchandise written on the outside of the bubble wrap or plastic.
2. All apparel items must be labeled with fabric content and care instructions.
3. Each individual garment should be covered with protective plastic bag. Plastic bag must meet minimum 38" with a maximum of 40".
4. Safety Pins should NEVER be used.

V. CHARGEBACKS MAY BE ISSUED FOR PACKING OR INVOICING VIOLATIONS AS FOLLOWS:

1. A \$500 NON- REFUNDABLE CHARGEBACK FOR ANY OVERAGE WHICH IS RETURNED TO YOU, OR STYLE SENT NOT AS ORDERED.
2. A \$150 NON-REFUNDABLE CHARGEBACK FOR ANY PURCHASE ORDER RECEIVED AFTER THE CANCELLATION DATE.
3. A \$100 NON-REFUNDABLE CHARGEBACK FOR A VIOLATION OF INVOICING OR PACKING GUIDELINES.
4. A \$150 NON-REFUNDABLE CHARGEBACK FOR ALL PURCHASE ORDERS NOT LISTED ON THE BILL OF LADING OR PROBILL REFERENCE LINE.

SPECIAL INSTRUCTIONS FOR ALL NEIMAN MARCUS DIVISIONS
CONTACT NEIMAN MARCUS TRAFFIC AT 903-233-5590 FOR ANY OF THE FOLLOWING:
- SHIPMENTS OVER 8,000 LBS OR SHIPMENTS 749 CUBE OR MORE
- CONCERNS REGARDING PERISHABLE MERCHANDISE

NEIMAN MARCUS GROUP – UNIQUE GUIDELINES FOR EACH DIVISION
(NM STORES, NEIMAN MARCUS Direct– STORE 88 and NM ONLINE – STORE 50)

NEIMAN MARCUS STORES ONLY

For questions regarding invoicing and packing, please call the Vendor Compliance Department at (903) 233-5643.

PACKING GUIDELINES:

1. Neiman Marcus will provide **FREE HANGERS** for apparel merchandise. Vendors not utilizing Neiman Marcus hangers should carefully pack all merchandise in cartons without any type of hangers. For more information regarding free hangers please call (903) 233-5643.
2. All apparel tags should be placed on the inside left arm of the garment. Hangtags should be attached with plastic barbs. Safety pins should **NEVER** be used.

SHIPPING INSTRUCTIONS:

1. Direct deliveries of regular orders to Neiman Marcus stores are considered unauthorized unless the routing guide specifically instructs you to ship the merchandise direct to stores.
2. **"Special Orders"** are not authorized to be sent direct to all stores. **Special Orders will ship via our Distribution Centers.** Any Special Orders sent direct to stores without authorization will be subject to \$150 charge back per occurrence. You can verify authorization online at www.nmgops.com by entering your po# into the NM Store routing link. Authorization status will be visible online. Special Orders to **Store 32** (Palm Beach) and **Store 10** (Los Angeles) are not authorized for direct to store. A chargeback will be issued if you do not comply.
3. All repairs and/or replacements SHOULD be sent directly to the ordering store location. This includes customer-owned merchandise returned for repairs. **NEVER RETURN REPAIRS TO STORES THROUGH THE CONSOLIDATORS OR THROUGH THE NEIMAN MARCUS DISTRIBUTION CENTERS.**
4. Distribution and warehousing facilities that ship for multiple companies must issue a separate Bill of Lading for each company. All other freight shipped from an individual location on the same day MUST BE combined on the same Bill of Lading.

NEIMAN MARCUS DIRECT- #88 AND NM ONLINE - #50 ONLY

For questions regarding invoicing and packing of Neiman Marcus Direct purchase orders, please call the Vendor Compliance Department at (972) 401-6682.

PACKING GUIDELINES:

1. Unless instructed otherwise on the purchase order, all apparel orders should be packed with hangers inserted into the garments. Do not use hangers provided by NM Stores as part of the free hanger program. Sweaters and fragile or beaded garments may be folded and flat packed. All apparel tags should be placed on the inside left arm of the garment. Hangtags should be attached with plastic barbs. Safety pins or Stick pins should NEVER be used. Each short GOH garment must be in a protective plastic covering. Protective plastic covering must meet minimum 38" with a maximum of 40".
2. The use of UPC or EAN-BAR CODES is requested on all NM Direct Merchandise.
3. PLEASE DO NOT ATTACH PRICE TICKETS TO STORE 88 OR 50 MERCHANDISE.
4. All items must be individually packed by NM Direct selling units (per sku). Linens, including pillows, must be wrapped in protective plastic. These may be placed in master cartons for shipping.
5. If NM buyers have instructed vendor to ship in a "re-shipper" package, the package should be clearly marked "re-shipper". A re-shipper box may be labeled with vendor name or logo, and if it will not be master packed, must also be labeled with the information required in COMMON GUIDELINES, III - PACKING GUIDELINES, ITEM 3.

SHIPPING INSTRUCTIONS:

1. For customer drop-shipments, please refer to the separate NM Direct Drop Shipment Packet which takes precedence over this routing guide. For information regarding drop shipments call 800-888-4757.
2. All repairs and/or replacements should be sent directly to the NM Direct location. This includes customer-owned merchandise returned for repairs. NEVER return repairs through the NM Distribution Centers.
3. All freight shipped from and individual location on the same day must be combined on the same bill of Lading. If shipment is by pallet, use 1 address per pallet. Please confirm warehouse location 1 or 6.

TRAFFIC DEPARTMENT

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LONGVIEW, TX 75602

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