

## General Carton Requirements

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Instructions and illustrations for proper general shipment packaging.

## Labeling

### Carton Labeling

1. The name **Neiman Marcus, Neiman Marcus Direct, or Bergdorf Goodman** should not appear on the **outside of cartons**. Cartons must be labeled with the name of the [Freight Forwarder/Customs Broker](#), as follows:
  - **Albatrans, Inc.** - shipments by air or ocean from Italy, Spain and Portugal
  - **BNSF Logistics International** - shipments that air from Hong Kong
  - **Expeditors International** - shipments by air or ocean from all other ports
2. Purchase Order number
3. Department number
4. For shipments to move quickly to the designated stores, each carton must be labeled with the store number and abbreviation applicable to the purchase order as stated in the **chart below**:
  - Merchandise for Neiman Marcus and Bergdorf Goodman stores route to:
    - East Coast Distribution Center, Dayton, NJ
    - National Service Center, Longview, TX
  - Merchandise for the Neiman Marcus online store and the catalog division, route to:
    - Neiman Marcus Direct Warehouse No. 01, Irving, TX
    - Pinnacle Point Warehouse No. 06, Dallas, TX
5. The sequential number of the cartons (Example: 1 of 3; 2 of 3; 3 of 3)
6. The information in numbers 1 - 5 must be permanently attached to the carton on a non-removable label or written directly on the carton. A packing list is not a carton label.
7. Carton label placement:
  - Cartons more than 6 inches tall, the labels must be placed a minimum of 1.0 inches from bottom right corner and 1.5 inches from the side of carton.
  - Cartons less than 6 inches tall, the label should be placed in the same dimensional area as listed above with the excess of the label folded over the top of the carton. **Do not cover taped seams with the label.**
  - Labels on palletized cartons should face outward.

Neiman Marcus Stores	
National Service Center	East Coast Distribution Center
001 DT - DOWNTOWN	005 BH - BAL HARBOUR
002 NP - NORTH PARK	006 AT - ATLANTA
003 FW - FT. WORTH	007 SL - ST. LOUIS

004 HO - HOUSTON GALLERIA	008 WA - WASHINGTON
010 LA - BEVERLY HILLS	009 NB - NORTHBROOK
011 FI - FASHION ISLAND	014 WC - WESTCHESTER
012 SF - SAN FRANCISCO	017 OB - OAKBROOK
013 PWB - PLANO WILLOW BEND	018 FL - FT. LAUDERDALE
015 LV - LAS VEGAS	019 MA - MICHIGAN AVE
016 SD - SAN DIEGO	020 BN - BOSTON
024 PA - PALO ALTO	023 TY - TYSON'S II
027 DN - DENVER	025 SH - SHORT HILLS
029 SC - SCOTTSDALE	028 PR - PARAMUS
031 AM - ALA MOANA	030 KP - KING OF PRUSSIA
037 SA - SAN ANTONIO	032 PB - PALM BEACH
101 AN - AUSTIN	033 TR - TROY
105 TP - TOPANGA	034 CG - CORAL GABLES
106 BL - BELLEVUE	035 TB - TAMPA BAY
110 WK - WALNUT CREEK	036 OR - ORLANDO
	038 BR - BOCA RATON
	102 CH - CHARLOTTE
	103 NA - NATICK
<b>Fulfillment Centers</b>	
<b>National Service Center</b>	
079 MSC - MSC / LOCKERSTOCK	
090 EA - EXPRESS ALLOCATION	
<b>Cusp</b>	
<b>National Service Center</b>	
170 TM - TYSON'S CORNER MALL	
171 CC - CENTURY CITY MALL	
172 GT - GEORGETOWN	
173 NC - NORTHBROOK COURT	
174 CN - CHESTNUT HILL	
175 WT - WATER TOWER PLACE	
<b>Last Call Stores</b>	
<b>National Service Center</b>	
	<b>East Coast Distribution Center</b>
042 KM - KATY MILLS	044 DO - DOLPHIN MALL
048 CM - COLORADO MILLS	054 WB - WOODBURY COMMONS
051 GM - GRAPEVINE MILLS	057 GL - GREAT LAKES
052 PL - HORCHOW FINALE	058 JG - JERSEY GARDENS
055 PM - PRIMM	059 DM - DISCOVER MILLS
056 AZ - ARIZONA MILLS	071 FM - FRANKLIN MILLS
070 AU - AUSTIN	072 SM - SAWGRASS MILLS
201 SN - SAN MARCOS	202 AR - ARUNDEL MILLS
203 ML - MILPITAS	204 PO - PRIME ORLANDO

206 AL - ALLEN	207 MO - MIROMAR OUTLETS
211 IV - INWOOD VILLAGE	208 PH - PHILADELPHIA PREMIUM OUTLETS
212 CA - CAMARILLO PREMIUM OUTLETS	209 GU - GURNEE MILLS
214 BK - THE BLOCK	210 DR - DEER PARK
216 LM - LIVERMORE	213 PT - POTOMAC MILLS
219 PS - PRESTON SHEPARD PLACE	217 BT - BERGEN TOWN CENTER
220 DH - DESERT HILLS	218 CP - CONGRESSIONAL PLAZA
221 OM - ONTARIO MILLS	223 MS - MOSAIC
222 PK - POST OAK CENTER	224 RM - ROSEMONT
225 RW - RIVERWALK MARKETPLACE	226 LP - LEGACY PLACE
227 MS - MARKET STREET	228 OS - OHIO STREET
	229 LN - LENNOX MARKET PLACE
	230 BY - BROOKLYN
<b>Neiman Marcus Direct</b>	
Store 08801 - Regular Merchandise	
Store 08806 - Ship Alone Merchandise	
Store 04106 - Last Call Merchandise	
<b>Bergdorf Goodman</b>	
063 - Bergdorf Goodman (Women's)	
064 - Bergdorf Goodman (Men's)	
065 - BG Lockerstock	

## Size & Weight

### Carton Size & Weight - Excludes Neiman Marcus Direct

- Minimum - 2 lbs. and 9x9x3
- Maximum - 50 lbs. and 32x42x36
- Lockerstock & Express Allocation - 30 lbs. and 24x15x16
- Apparel Wardrobe - 12x24x42

Cartons should not have bands of any kind or plastic surrounding the carton

## Masterpack

Masterpack cartons should only be multi-store packed for approved Neiman Marcus Stores merchandise categories

### Inner Cartons

- EDI - GS1-128 label should be attached to each inner carton with all proper GS1-128 label requirements.
- Non-EDI

- PO number
- Store number
- Department number

## **Outer Carton**

- EDI - Will have the same type of label as a non-EDI order. A non-removable label with the all the requirements listed below under “Non-EDI”
- Non-EDI
  - PO numbers – multiple POs can be placed into the “master” carton
  - Department number
  - Store numbers – multiple store numbers can be packed into the “master” carton but should be listed under the correct corresponding PO number if multiple POs.
  - **The name Neiman Marcus, Neiman Marcus Direct, or Bergdorf Goodman should not appear on the outside of cartons.** Cartons must be labeled with the name of the [freight forwarder/customs broker](#), as follows:
    - **Albatrans, Inc.** - shipments from Italy, Spain and Portugal
    - **BNSF Logistics International** - shipments that air from Hong Kong
    - **Expeditors International** - shipments that air or ship by ocean from all other ports
  - Carton must be labeled “Master Packed”

## **Inner Packaging**

**Inner Packaging** - refers to the protective materials surrounding merchandise packed within a container, whether the container is a vendor box or a re-shipper. All packaged merchandise requires sufficient inner packing (voids filled, proper dunnage and support, etc.) to secure the item and travel in a parcel or freight carrier's environment.

- Always fill all inner voids with packing materials (dunnage).
- All goods must be separated/protected so they do not rub or strike against other items in the same container.
- Printed materials may not be used as dunnage. Example of approved Dunnage: Ranpak, Tissue, Peanuts, Air Pillows and Foam
- The use of Polystyrene Loose fill (peanuts) as a packing medium is acceptable, but the item must be secured within the carton so it does not ‘act about’ or ‘migrate’ toward the sides of the package.
- Hay, straw, snow or newspaper, is expressly forbidden for usage as packing material.
- Sharp, narrow, or pointed objects (i.e. table legs, pot handles) must be wrapped and secured in such a way that prevents them from puncturing the carton from within.
- Large or oversize packages must have some sort of reinforcement in the center of the carton to prevent collapse under extreme weight conditions (typical stacking in a ship-alone environment.)
- Some large items should be double-boxed, with a minimum of 3 inches on each side of the interior box, with dunnage on all six sides. Refer to the Requirements by Merchandise type section of this area for more detail.

- Packing Requirement: Cartons with a void of space must be filled with dunnage.
- All cartons must have an insert on top of the merchandise to prevent from cutting and pilferage.

Carton without Dunnage	Carton with Dunnage	Carton with Insert (Compliant)
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## Outer Packaging

**Outer/Vendor Box** - Is vendor packaging containing selling units of merchandise intended to be inserted into a Neiman Marcus corrugated box for further protection in order to ship. Neiman Marcus Direct will not remove merchandise from the vendor box in order to improve inner packing. Therefore, the responsibility for providing adequate inner packing lies with the manufacturer or original packer.

- Merchandise must be packed in a new box. No markings other than those of the vendor (carton label/GS1-128 or carton content) and/or box maker should be on the carton. If the vendor or product logos are printed on the outside of the carton, there must be no indication the package was intended for any product other than the product contained inside. Recycled cartons may not be used to ship merchandise.
- Special handling instructions (i.e. 'Fragile', 'Glass' or directional arrows) must be used and are helpful to Neiman Marcus package handlers. However, the use of these warning signs does not replace the packaging requirements outlined in this document.
- Non-corrugated vendor packaging must be the appropriate size and strength to protect the merchandise contained inside.
- All cartons are required to be sealed with Security Packing Tape
  - H format recommended
  - Clear or Solid Color Plastic Tape is NOT Acceptable
  - Merchandise shipped in a Re-shipper carton will be exempt from the Security Tape requirement

### Examples of Security Packing Tape:

## Re-Shipper

**Re-shipper** - a re-shipper is a package or container that will be used to ship product to the customer's home without further protection or packaging being added. Re-shippers must provide total protection for the parcel carrier's environment as described in the attached guidelines.

Note: All Neiman Marcus Direct Re-Shippers must be transit tested. Please refer to item #20 on transit tests. Also, FED-EX Laboratory Approval Certification(s) must be on file before shipping.

- Neiman Marcus Direct requires any item over 27x27x24 to be packed as a re-shipper (this includes the box dimensions)
- Vendors that are required to ship in a re-shipper container must clearly marked carton 'Re-Shipper.'
- All merchandise must be packaged by selling unit unless an exception has been granted. For exceptions,

please contact your merchant representative to have a prep form completed.

- Vendor must list manufacturing style # and description on the outside of re-shipper carton.
- Vendor must list Country of Origin on the outside of the re-shipper carton.
- When applicable, the color and size should be listed on outside of the re-shipper carton.
- Re-shipper cartons must be the appropriate size and strength to protect the merchandise contained inside.
- Packaging must be consistent
  - box measurements
  - weight
  - inner packaging
- Cartons must be a double-wall container of corrugated fiberboard construction. If the item is produced overseas, then the double wall corrugate box must be at least a 200 Lbs burst strength container.
- Corrugated cartons must meet the minimum specifications of fiberboard corrugated boxes as shown in Item 222 of the National Motor Freight Classification (NMFC) and display box maker certificate on the carton with 'Bursting Test Strength' and/or 'Edge Crush Test Strength' identified. Bursting Test Strength and/or Edge Crush Test Strength must meet National Motor Freight Classification Standards
- Non-domestic cartons often have high moisture content and are consequently very pliable. For this reason, re-shippers from import vendors must strictly adhere to items 6, 7 and 8 above.
- Indirect imports must receive a 100% inspection prior to being forwarded to Neiman Marcus.
- Product contained in a re-shipper carton must be centered and protected by packing materials so there is a minimum of 3 inches between the item and the inner wall of the corrugated box.
- Large or oversize packages must have some sort of reinforcement in the center of the carton to prevent collapse under extreme weight conditions (typical stacking in a ship-alone environment).
- Merchandise must be packed in a new box. No markings other than those of the vendor (carton label/GS1-128 or carton content) and/or box maker should be on carton. If vendor or product logos are printed on the outside of the carton there must be no indication the package was intended for any product other than the product contained inside. Recycled cartons may not be used to ship merchandise.
- Telescoping boxes may not be used. NMD will accept "full telescope" boxes. A "full telescope" box is when the full depth (FTD) top slides completely over the bottom providing extra thickness of material on all side and end panels.
- Special handling instructions (i.e. 'Fragile', 'Glass' or directional arrows) must be used and are helpful to Neiman Marcus package handlers. However, the use of these warning signs does **not** supplant the packaging requirements outlined in this document.
- Sealing cartons - 2-inch pressure sensitive plastic tape should be used to seal cartons. Although less desirable, paper tape may be used but must be reinforced. All open seams must be taped.
- Sealing cartons – Staples must not be used as the only method of sealing a carton, but may be used when covered with the tape.
- Packing Guidelines for Re-Shipper Rugs & Textiles:
  - Must be in a bag of at least 6mil in thickness
  - The ends must be secured shut and taped down to the bag

- All rugs should be rolled tightly so that the ends are aligned
- Rugs should be packed tightly into the polybag. All excess material should be taped down. Please see [Rug Packaging Training](#) document for further packaging details.
- Hand Knotted rugs should be folded
- Re-Shippers must be transit tested. Lab Tests must be received by Neiman Marcus Direct Quality Assurance prior to receiving the merchandise. Please see "Re-shipper Testing.

## Re-shipper Testing

Vendors are responsible for any cost associated with shipping their merchandise to a lab testing facility. Lab testing does not exempt the vendor from Neiman Marcus Direct Inner Packing and Vendor Box Packaging requirements.

### **International Safe Transit Association (ISTA) Transit Tested Program**

Certification that provides' recognition of conformance to a standard or specification and clearly validates to all parties that requirements have been met. For further information, visit [www.ista.org](http://www.ista.org).

**Lab Testing Facilities:** [ISTADomesticLabs.pdf](#)

### **Neiman Marcus preferred ISTA Testing Facility**

- **FedEx Testing Laboratory**

To inquire about package testing and evaluation click on the FedEx Packaging Services Application. With this form Neiman Marcus Direct will get a copy of the test results and we will be able to partner with your company on the packaging of your product. Testing procedures & packaging tips can be found on the following link:

<http://www.fedex.com/us/services/shipinfo/packaging/tips.html>

**FedEx Packaging Services Application:** [PKG Services Application.pdf](#)

- **United Parcel Service (UPS) Testing Laboratory**

Service to shippers with UPS account. Information may be found on their website at: <http://www.ups-psi.com/businessSol/solutions/pkgdesign.asp?nav=2>

## **Rule 181 Testing**

This applies to furniture that is fully contained within a corrugated fiberboard shipping container.

For further information regarding rule 181 testing click here [Rule181.pdf](#)

For a list of companies who perform 181 testing visit here: [Rule 181 Lab Testing Facilities](#).

Multi Wall Packaging is a recommended Rule 181 testing facility. They will also be able to assist with any of your packaging needs.

Contact Connie Jones at 276-806-9346 or Rob Reynolds at 434-836-7816 for further information. Or visit their website at <http://www.multiwall.com>.

For further information regarding packaging and lab testing contact our packaging department at 972-401-6792 or email us at [nmdpckaging@neimanmarcus.com](mailto:nmdpckaging@neimanmarcus.com).

Information regarding using Ranpak to package different types of items: <http://www.ranpak.com>.

### **ISTA Testing - Upholstery, Crated, and Palletized Furniture**

**Upholstery** - Upholstery that is packaged utilizing stretch shrink plastic film wrap style must be ISTA lab tested and approved. Visit [www.ista.org](http://www.ista.org) for further information regarding ISTA testing.

**Crated** - Furniture that is secured/protected all around with a wooden structure (i.e. crated).

**Palletized** - Furniture being shipped on a pallet.

**Neiman Marcus Direct prefers testing under ISTA 2A for items under 150 IBS and 2B for items over 150 IBS.**

**\*Packaging will be verified to the lab testing document received from the lab. If packaging changes after testing, then retesting MUST be conducted for new packaging.**