

Supply Chargebacks

Last modified: 05/17/23

The Supply Distribution Department takes considerable time and performs extensive research to ensure accuracy before a violation is assessed to you. Our goal is to have the most efficient flow of stock to pick items with as little exception as possible. We are also an informational source to you to assist when there are questions or concerns on any of the guideline requirements, (see violation master list below).

Violation Master List

CARTON VIOLATIONS	Assessment
	Amount
Cartons not labeled with Neiman Marcus item number	\$100.00
Incorrect Neiman Marcus item number on the carton	\$100.00
No product description on carton	\$100.00
No quantity on carton	\$100.00
Incorrect unit of measure/case pack	\$100.00
Carton over 50 lbs.	\$100.00

SHIPPING VIOLATIONS	PENALTY
Incorrect pallet count from specific vendor	\$100.00
Pallet not shrink wrapped	\$100.00
Wrong size pallet. (Standard is 40"x48").	\$100.00
Pallet height exceeds 55"	\$100.00
Mixed skus on pallet	\$100.00
Not delivered during receiving hours	\$100.00
No packing list with shipment	\$100.00
No purchase order number on packing list	\$100.00
Incorrect purchase order number on packing list	\$100.00
No item number on packing list	\$100.00
Incorrect item number on packing list	\$100.00

Double shipment	\$100.00
Damaged cartons	\$100.00
No dunnage to fill carton void	\$100.00
Misroute	\$100.00
Unauthorized / Incorrect carrier	\$100.00
Multiple BOL on the same day / Consecutive business days to same destination location	\$100.00
Carrier detention charges at origin	\$100.00
Declared value charges	\$100.00
Driver load assist charges	\$100.00
Failure to contact Neiman Marcus Traffic Department for shipping instructions.	\$100.00
No purchase order number on the freight bill	\$100.00
Incorrect purchase order number on the freight bill	\$100.00
Failure to contact Neiman Marcus to schedule a dock appointment (If required, see dock appointment tab)	\$100.00

INVOICE VIOLATIONS	PENALTY
No purchase order on invoice (both for goods and freight)	\$100.00
Incorrect purchase order number on invoice	\$100.00
No item number on invoice	\$100.00
Incorrect item number on invoice	\$100.00
Terms not listed	\$100.00

PURCHASE ORDER VIOLATIONS	PENALTY
Late Purchase Order delivery (2 days after due date) without prior approval	\$100.00
Early Purchase Order delivery (2 days before due date) without prior approval	\$100.00
Failure to confirm receipt of purchase order via email	\$100.00

PRODUCT / INVENTORY VIOLATIONS	PENALTY
Failure to meet product specifications	\$100.00
Required monthly inventory not on hand	\$100.00
Required monthly inventory report not received	\$100.00