

## Consolidator Shipping Instructions

Last modified: 03/26/24

### Performance Team-West

12816 Shoemaker Ave.  
Santa Fe Springs, CA 90670

**Effective immediately** - All Neiman Marcus shipments are now required to be scheduled **48 hours in advance of Pick-up ready time on the Performance Team web portal.**

Neiman Marcus Group requires all shipments picked up or delivered to our consolidator Performance Team to be entered into the Performance Team Client Zone Web Portal at

[www.performanceteam.net](http://www.performanceteam.net) prior to actual pick-up or delivery. If you currently do not have a TMS Members Login on the Performance Team Client Zone Web Portal, please click on this [Customer Profile](#) link, complete the information and forward to [NEIMANCA\\_PT@maersk.com](mailto:NEIMANCA_PT@maersk.com). Performance Team will e-mail a User ID and Password within 24 hours of request. For questions regarding the Performance Team Website, please call (562) 741-1300 option 1.

In order to effectively process your shipments through our consolidator, we ask that you follow the shipping instructions detailed below.

1. All Purchase Orders on a shipment must be valid PO's and must arrive at the consolidator no sooner than the "Start Ship Date" and no later than the "Cancel Date". Shipments with PO's outside this date range will be refused and/or returned to the shipper at supplier's expense. Multiple PO shipments will be rejected even if only one PO is not valid. Visit our website [www.nmgops.com](http://www.nmgops.com) and view your PO status under "Merchandise PO VERIFICATION".
2. Suppliers are required to schedule a Performance Team pick-up at least **48** hours in advance of the Pick-up Ready date/time using the Performance Team Client Zone Web Portal. Same Day pick-up may be available for an additional charge (paid for by supplier). Contact Performance Team for details and driver availability.
3. Suppliers must accurately enter the PO's, DC location, Number of Cartons & Cubic Feet information into the Performance Team Client Zone Web Portal when requesting pick-ups. A chargeback fee will be assessed if the information entered is incomplete or inaccurate.
4. Suppliers are required to allow Performance Team at least a three (3) hour pick-up window from the 'Pick-up Ready' time until the close time of the supplier's facility. For example if the supplier's facility closes at 5:00 p.m. then the 'Pick-up Ready' time should be no later than 2:00 p.m. A chargeback fee will be assessed if the pick-up is missed (due to supplier's facility being closed) and the pick-up window was less than three (3) hours.
5. Suppliers will be charged back for pick-up attempts where the driver arrives at the destination and there is no freight for pick-up. Pick-up cancellations must be called-in or e-mailed to Performance Team at least 12 hours before scheduled pick-up. A chargeback fee will be assessed for suppliers that violate this requirement.
6. Suppliers freight must be sorted by NM DC and tendered to the carrier by manifest. If shipping from

a 3PL facility, freight must be sorted by supplier and by NM DC.

7. Palletized shipments must have carton labels detailing Store #, PO #, and Dept # information and corresponding bar codes facing out in the upright position for ease of identification and processing.

8. To avoid any Driver Detention charge backs due to delayed loading time, freight is expected to be tendered to the Performance Team driver within 15 minutes of arrival. Large carton quantity shipments should be promptly loaded adhering to a general rule of 400 CPH (Cartons per Hour) loading standard.

A chargeback fee will be assessed for suppliers that violate this requirement

9. To ensure adequate outbound trailer capacity is scheduled each night, all outside deliveries to Performance Team require a scheduled appointment to be requested through the Performance Team Client Zone Web Portal. This includes small package (FedEx, UPS, etc.), LTL (CH Robinson and International Warehouse Group) and other outside carrier deliveries.

A chargeback fee will be assessed for unscheduled deliveries.

10. Suppliers must deliver freight to Performance Team in a workable condition (sorted by supplier and by NM DC). Palletized freight must be shrink-wrapped or secured. For unpalletized or loose freight, cartons must be 'stair-stepped' down, tightly stacked and secured in the trailer.

A chargeback fee will be assessed for suppliers that violate this requirement.

11. Suppliers who ship prepaid using Performance Team are required to remit payment to Performance Team within 30 days of the invoice date. Unpaid invoices that are billed to Neiman Marcus will be charged back to the supplier for total freight cost and an administrative processing fee. In addition, the shipping documents provided with your shipment play a critical role in the proper identification and processing so please pay special attention to the detailed document requirements. Shipment documents must consist of the following:

- Master Bill of Lading for shipment. The VICS Standard BOL should be used.
- ASN shipments going to multiple distribution centers require a Sub-BOL with a unique number for each DC.
- Neiman Marcus location manifest(s). Use a separate manifest for each department # shipped to the same NM location. (e.g. Shipping two departments to two distribution centers requires four manifests.)
- For Non-ASN suppliers, attach merchandise invoice/packing list to the outside of the corresponding carton.

A chargeback fee will be assessed for suppliers that violate any of these requirements.

Click here to go to the [Performance Team](#) website.

Click here for [Instructions](#) on using the Consolidators website.

Click here for [The Neiman Marcus Group VICS Bill Of Lading Form](#) in Excel format.

Click here for [The Neiman Marcus Group VICS Bill Of Lading Form](#) in PDF format.

## Manifests:

[PT West Manifest -PNDC \(7010\)](#)

[PT West Manifest - WCSC \(7077\)](#)

## The Gilbert Company

1000 Riverside Dr..  
Keasbey, NJ 08832

Neiman Marcus Group requires all shipments picked up or delivered to our consolidator, The Gilbert Company, to be submitted to Gilbert via email at the following email address: NMG@gilbertusa.com to request a pickup or schedule a delivery to their facility. If you are not currently setup with The Gilbert Company for pickup services you will need to email them at the email address noted above to get set up in their system. You may also contact them via phone at 732-395-6230.

In order to effectively process your shipments through our consolidator, we ask that you follow the shipping instructions detailed below.

**NEW Sealed Trailer instruction listed below. See instruction #5**

1. All Purchase Orders on a shipment must be valid PO's and must arrive at the consolidator no sooner than the "Start Ship Date" and no later than the "Cancel Date". Shipments with PO's outside this date range will be refused and/or returned to the shipper at supplier's expense. Multiple PO shipments will be rejected even if only one PO is not valid. Visit our website [www.nmgops.com](http://www.nmgops.com) and view your PO status under "Merchandise PO VERIFICATION".
2. Suppliers are required to schedule with The Gilbert Company for pick-up at least 24 hours in advance of the Pick-up Ready date/time using the email address NMG@gilbertusa.com. Same Day pick-up may be available for an additional charge (paid for by supplier). Contact The Gilbert Company for details and driver availability.
3. Suppliers must accurately communicate the PO's, DC location, Number of Cartons & Cubic Feet information to The Gilbert Company via e-mail NMG@gilbertusa.com when requesting pick-ups. A chargeback fee will be assessed if the information entered is incomplete or inaccurate.
4. Suppliers are required to allow The Gilbert Company at least a three (3) hour pick-up window from the 'Pick-up Ready' time until the close time of the supplier's facility. For example if the supplier's facility closes at 5:00 p.m. then the 'Pick-up Ready' time should be no later than 2:00 p.m. A chargeback fee will be assessed if the pick-up is missed (due to supplier's facility being closed) and the pick-up window was less than three (3) hours.
5. **Neiman Marcus Group requires our shipments from your Brand DC/3PL to be sealed after loading. Gilbert will ensure that NMG is either the final box truck pickup OR the only box truck pickup once an asset has completed their outbound deliveries on their route. See details [here](#).**
6. Suppliers will be charged back for pick-up attempts where the driver arrives at the destination and there is no freight for pick-up. Pick-up cancellations must be called-in or e-mailed to The Gilbert Company at least 12 hours before scheduled pick-up. A chargeback fee will be assessed for suppliers that violate this requirement.
7. Suppliers freight must be sorted by NM DC and tendered to the carrier by manifest. If shipping from a 3PL facility, freight must be sorted by supplier and by NM DC.
8. Palletized shipments must have carton labels detailing Store #, PO #, and Dept # information and corresponding bar codes facing out in the upright position for ease of identification and processing.
9. To avoid any Driver Detention charge backs due to delayed loading time, freight is expected to be

tendered to the The Gilbert Company driver within 15 minutes of arrival. Large carton quantity shipments should be promptly loaded adhering to a general rule of 400 CPH (Cartons per Hour) loading standard.

A chargeback fee will be assessed for suppliers that violate this requirement

10. To ensure adequate outbound trailer capacity is scheduled each night, all outside deliveries to The Gilbert Company require a scheduled appointment to be requested through the The Gilbert Company email address - [NMG@gilbertusa.com](mailto:NMG@gilbertusa.com). This includes small package (FedEx, UPS, etc.), LTL (CH Robinson and International Warehouse Group) and other outside carrier deliveries.

A chargeback fee will be assessed for unscheduled deliveries.

11. Suppliers must deliver freight to The Gilbert Company in a workable condition (sorted by supplier and by NM DC). Palletized freight must be shrink-wrapped or secured. For unpalletized or loose freight, cartons must be 'stair-stepped' down, tightly stacked and secured in the trailer.

A chargeback fee will be assessed for suppliers that violate this requirement.

12. Suppliers who ship prepaid using The Gilbert Company are required to remit payment to The Gilbert Company within 30 days of the invoice date. Unpaid invoices that are billed to Neiman Marcus will be charged back to the supplier for total freight cost and an administrative processing fee. In addition, the shipping documents provided with your shipment play a critical role in the proper identification and processing so please pay special attention to the detailed document requirements. Shipment documents must consist of the following:

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## **Shipment Forms:**

[Gilbert Shipment Form](#)

Vendors shipping pre-paid should contact The Gilbert company for rates and forms.

## **Manifests:**

[Gilbert Manifest - PNDC \(7010\)](#)

[Gilbert Manifest - ECDC \(7060\)](#)

[Gilbert Manifest - ECDC \(7099\)](#)

[Gilbert Manifest - WCSC \(7077\)](#)

