



Neiman Marcus Vendor Compliance Group will be rolling out an updated version of our on-line claim inquiry process in the coming weeks. This notice is to inform you of the changes and how to use the new system. Many of the same features of the old system will still be used, but some new user friendly changes have been added. There have been no changes made to VendorLink; the changes only impact the claim inquiry process.

Important: New users will need to create a user account to access the on-line claim inquiry system. We are asking our vendors to create a generic email address for Vendor Compliance, ie: vendorcompliance@yourcompany.com. We will use the email address provided from the account setup to notify you of claim inquiry status.

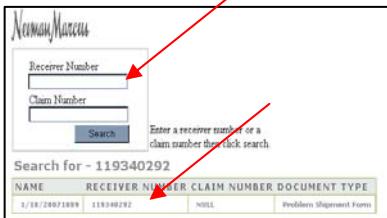
To access Claim Inquiry

<https://docunav.nmgops.com/VendorLink/>

1. Login: Enter your Dun's number to access your account then click Login. The Duns number is referenced at the top of the check remittance or claim letter and is not always the actual Dun & Bradstreet number. Subsidiary companies may have additional dun's numbers associated with one major label or brand. **The dun's number must be 11 digits long.** Enter proceeding zeros.

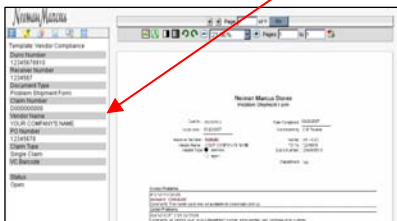


2. Search: Enter the claim number or the receiver number and click search. The claim letter will have both the receiver and the claim number on it. **The claim number must be imputed with the proceeding "D000" for Neiman Marcus Stores Claims, "W" for Neiman Marcus Direct Claims, and Y for Neiman Marcus Drop Ship.** Click on the line of each search result to view supporting documentation.

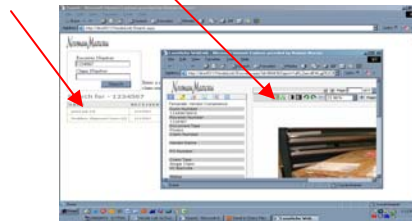


Note: Carton Labels, photos, Store Audit Exception Reports, Problem Shipment Forms, screen prints, EDI raw data, Invoice/Packing Slip copies, Emails, Over, Short, and Damage reports, and Return To Vendor reports are all forms of proof for a claim.

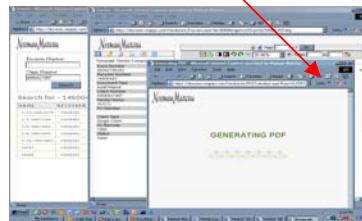
3. Results: The information in the "Template Vendor Compliance" will provide additional information about the claim.



4. Each document that you click on, will pop-up on a separate web page, allowing multiple pages open for reviewing of documentation. Use the page up and down buttons to view multiple paged documents.



5. Printing and Saving: To print or save a hard/soft copy of the proof provided off of the repository click on the PDF icon to generate the printer friendly version.



6. Claim Dispute Instructions: In the event that your search result did not retrieve the proof that you desired, to substantiate the claim, then you are required to fill out a dispute form that will be submitted to the appropriate department for review.

Note: It is very important that the correct form is filled out for the appropriate division. Please refer to the key below for the correct department that will handle your claim. Your inquiry will not be taken care of properly if the incorrect form is filled out.

Neiman Marcus Stores **Neiman Marcus Direct**

Neiman Marcus Drop Ship

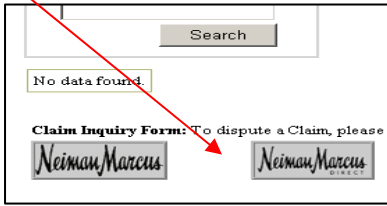
Bergdorf Goodman

Chain Inquiry Form: To dispute a Claim, please select the correct RMG division, below:

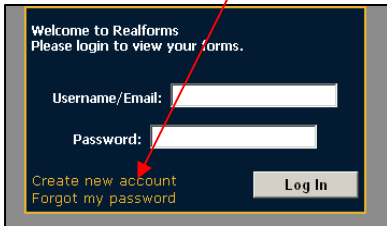
- Neiman Marcus
- Neiman Marcus
- Neiman Marcus (Drop Ship)
- BERGDORF GOODMAN

To set up a Realforms account, login in from VendorLink to inquire on a claim, and then follow the instructions below:

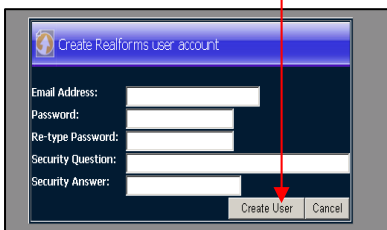
1. Select the appropriate NMG division button to begin the process.



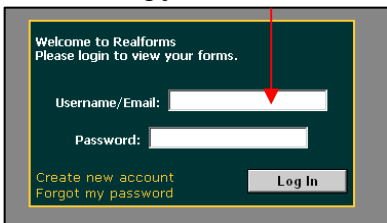
2. Select "Create new account".



3. Input the requested information and click "create user". You will then be prompted to log in.



4. Log in Realforms using your email address.

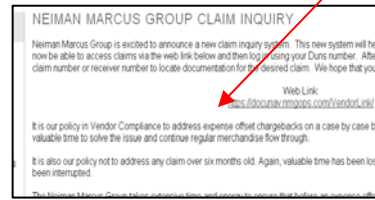


5. The claim inquiry form will pop up. The duns, claim, vendor name, and receiver number will auto populate. Complete form and "submit".

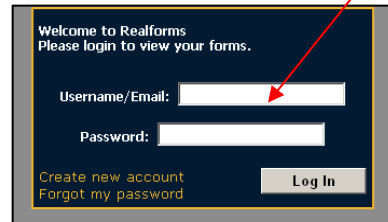


To check on claim status:

1. From the nmgops.com claim inquiry page select the web link for "Claim Status".



2. Log into Realforms using your email address.



3. Select "My Forms"



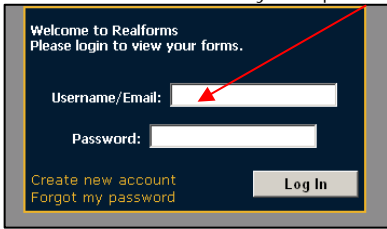
4. In this view all forms will be displayed.

- Pending – inquiries waiting to be worked.
- Saved – inquiries you have saved but "not" submitted.
- Approved – inquiries that have been **completed** with disposition in comments.
- Rejected – inquiries that have been rejected due to incomplete or wrong information.

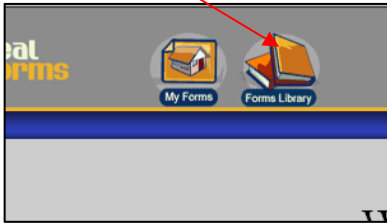


To file a claim inquiry without using VendorLink:

1. Log into Realforms with your email address.
*You must have already set up a user id.



2. Click on Forms Library:



3. Select the appropriate form for the division you are filing a claim inquiry with. ie: Neiman Marcus Stores



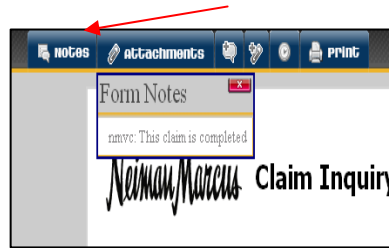
4. Complete Form and submit.

Note: Fill in your duns and claim number first. Click on the magnifying glass to auto populate the vendor name and receiver number.



Reminders and Tips

- A saved form is not a submitted form. A saved form allows you to go back and make changes. Once the form is submitted it will be processed by the vendor compliance office.
- Once your form is submitted you will receive notification and a submit id number via email.
- Once your claim has been completed/processed you will receive a second email notification.
- Once your claim has been processed, click on the applicable tab to view "notes or attachments" from the vendor compliance office.



Contact Information

DEDUCTION CODE	DEDUCTION REASON	CONTACT
B	Cost Difference	Contact your Buyer
C	Carrier	Traffic Department 903-233-5590 See contact page for e-mail address.
D	NM Store Vendor Compliance	NM Store Vendor Compliance 903-233-5610 Email: Vendor_Comp@neimanmarcus.com
Y	NMD Vendor Compliance	NMD Vendor Compliance: Phone 972-401-6682 Fax 972-401-6683 See contact page for e-mail address.
T	Traffic	Traffic Department 903-233-5622 See contact page for e-mail address.
M	Miscellaneous	Traffic Department 903-233-5590 See contact page for e-mail address.
P	Outside Audit	Pat Burns 972-488-0221 & Lynn Don Garner 972-243-0848
47	Outside Audit	Pat Burns 972-488-0221 & Lynn Don Garner 972-243-0848
R	Return To Vendor	Joel Maldonado 972-401-6980 & Gabriel Calvillo 214-331-9618
V	Vendor Shortage	Inventory Control 972-401-6762 See contact page for e-mail address.
W	NMD Vendor Compliance	NMD Vendor Compliance: Phone 972-401-6682 Fax 972-401-6683 See e-mail address below.
	Unidentified deductions	NM Accounting - See Contact Page.