

Supply Distribution Center

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Welcome to the **Supply Distribution Center Information Area**. The information listed in this area **pertains only to Suppliers that provide packing and operational supplies** to the Neiman Marcus Supply Distribution Center at 2304 Neiman Marcus Pkwy.

If you are looking for the Neiman Marcus **Merchandise Vendor Routing and Transportation Information Area**, click [HERE](#).

GENERAL INFORMATION

The goal of the Supply Distribution Center is to account for the receipt of your product accurately/efficiently so that your invoice can be matched in the Accounts Payable Department, providing you with a timely payment. Therefore, it is to our mutual benefit that your shipments comply with our Routing, Packaging, Shipping, Purchase Order and Invoicing Specifications. You will find a listing of all of these specific guidelines in the NMG Operations Site/Supply Vendor tab.

Failure to comply with the Supply Distribution Packaging and Routing Guidelines can result in an expense offset chargeback, otherwise known as a "supplier violation assessment", which automatically debits your payment account. There are occasions when vital information is missing from a shipment, or incorrect information has been provided, which causes interruptions in processing until the missing or correct information is recovered. These are the additional occasions when a violation would be assessed to you / your account.

The Supply Distribution Center takes considerable time to ensure, that before a violation is assessed to you, that we have gathered all of the information possible and have researched the situation thoroughly.

Please also consider us an informational source to assist you when there are questions on any of the guideline requirements:

1. Buyers/Purchasing agents or SDC associates are not allowed to issue routing. Any and all routing exceptions must be approved through the Neiman Marcus Traffic Department.
 - Failure to comply with all documented guidelines will result in a violation assessment to the vendor. The assessment total amounts may vary depending upon if there are multiple violations per purchase order release.
2. Violation assessments will result when there is non-compliance with the packaging, shipping, invoicing or inventory specifications. Exceptions can be made only by the Supervisor of the Supply Distribution Center.
 - Failure to comply with all documented guidelines will result in a violation assessment to the vendor. The assessment total amounts may vary depending upon if there are multiple violations per purchase order release.

Any questions concerning any information in this Packaging and Routing Guide should be directed to the Supply Distribution Center at (903)233-5675.

Supply Vendor Routing Instructions

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- Buyers and/or SDC associates are **NOT** authorized to issue supply vendor routings.
- The NMG Transportation Department approves all surface, air and truckload routings.
- All shipments must ship via our designated transportation carrier. Use of an unauthorized carrier will result in a violation assessment to your account.
- Purchase order number(s) must appear on the bill of lading.
- Do not insure or declare value on any shipment.
- Shipment must be crated or in corrugated cartons. Packing must be able to withstand normal truckload or LTL shipping. Any damages due to improper packing will result in a charge back of freight and merchandise to the vendor.
- The Neiman Marcus Group does not allow freight, insurance, handling, packing, crating or any other miscellaneous charges on an invoice.
- Please direct any routing or shipping questions to the NMG Transportation Department at 903-233-5590 prior to shipping.
- Non-compliance with these routing and shipping instructions will result in a charge back to your company.
- The Neiman Marcus Supply Distribution Center delivery address is:

**Neiman Marcus
Supply Distribution Center (SDC)
2304 Neiman Marcus Parkway
Longview, TX 75602
903-233-5675**

- NMG Supply Distribution Dock hours are 6:30 am To 12:00 pm Central Standard Time.
- Authorized freight carrier bills should be sent freight collect and billed to:

**Neiman Marcus
Attn. Freight Payment Desk
2301 Neiman Marcus Parkway
Longview, TX 75602**

- Routing instructions are listed below:

Supply Vendor Routing Matrix Authorized Freight Carriers

Small Package Shipments 1-200 lbs	Less Than Truck Load (LTL) Shipments 201-10,000 lbs	Truck Load Shipments Over 10,000 lbs or greater than 749 cubic feet
FedEx Ground Collect (800) 762-3725	Con-way Freight 3rd Party Freight Collect	Call Neiman Marcus Transportation Department: (903) 233-5590

Supply Vendor Packing and Shipping Information

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PACKAGING SPECIFICATIONS

Failure to perform the Packaging Specifications #1-7 will result in a \$100 violation assessment charged, per specification, plus any additional charges incurred to have the item(s)/shipment(s) meet the specifications:

1. All empty space within any carton is to be filled with newsprint or another form of dunnage to insure box strength and a minimum of shifting. Any carton that contains a folding or rigid gift box is to have a slip sheet in the top, bottom and sides of the carton.
2. The maximum weight of the carton is not to exceed 30 lbs.
3. All cases are to be marked with the Neiman Marcus item number.
4. All items are to be packed in full units of measure as outlined on the release Purchase Order. No partial units of measure will be accepted. If partial units are shipped, there will be a \$100 violation assessed.
5. Each item is to be palletized separately and wrapped with stretch film. See [Attachment "A"](#) for proper stretch wrapping procedures.
6. Do not mix items on the pallet. Any exception must be approved by Neiman Marcus Supply Distribution Manager or Inventory Coordinator.
7. A packing list with the Neiman Marcus Release Purchase Order Number and Neiman Marcus Item number must be attached to the lead pallet or carton of the shipment.

SHIPPING SPECIFICATIONS

Failure to perform Shipping Specifications #1-4 may result in a \$100 violation assessment, per pallet per specification, and may include additional charges incurred to have the pallet(s)/shipment(s) meet the specifications. Failure of specification #5 and #6 could result in a violation assessment chargeback of the actual freight charges incurred.

1. All items are to be shipped on Standard 4 way pallets. Size can be 40" x 48" See [Attachment "B"](#)
2. The height of the loaded pallet from the floor to the top of the pallet should not exceed 55". Any exceptions to the height have to be approved by the Neiman Marcus Supply Distribution Manager or Inventory Coordinator. See [Attachment "B"](#)
3. No carton is to overhang the pallet on any side. See [Attachment "B"](#)
4. Pallets are to be loaded with the 48" dimension parallel to the sides of the trailer and the 40" dimension parallel to the nose and tail of the trailer.
5. All deliveries must be scheduled with Neiman Marcus. If you are a prepaid vendor a dock appointment is not necessary as long as you are delivering within 48 hours of the expected due date for your shipment, (PO release), and within the SDC dock hours of 6:30 AM - 12:00PM, (you must provide the due date to the freight carrier so they know this). If you are a collect vendor, please call Neiman Marcus Transportation at (903) 233-5590. This includes all prepaid as well as prepay and add shipments. Delivery hours are 6:00 AM until 12:00 PM Monday through Friday. Only the SDC Management can make exceptions to these delivery guidelines. **A vendor can only ship early IF** the SDC Management has approved prior to shipment.
6. If you are shipping third party or collect for the first time to Neiman Marcus, you must contact our Transportation Department to ensure proper setup for billing at the following number: (903) 233-5590. Please refer to the shipping matrix for restrictions and guidance related to weight, number of pallets/cartons, etc.

How do I get FedEx Ground Collect shipping capabilities?

1. The Neiman Marcus Supplier will need to open a FedEx Express and Ground account number.
2. Once the account numbers are established, contact FedEx Customer Service at 1-877-340-2840 and request to be authorized to ship Ground Collect packages.
 - The vendor can also request to ship online at [FedEx.com](https://www.fedex.com).
 - If shipping via your in house manifest system, you will need to select “bill ground collect” billing option in this system.
 - If you are shipping via the internet at [FedEx.com](https://www.fedex.com), you will need to select the “bill ground collect” billing option box.
 - In both scenarios the packages shipped will be billed collect when the driver reaches his destination and scans the delivery cartons and then scans the collect billing barcode at the Neiman Marcus facility.

CARTON DAMAGES

Failure to perform Routing, Packaging and Shipping Specifications that result in damage to cartons on pallets, will incur a \$100 violation assessment, per specification ,plus any additional charges required to have the pallet(s)/shipment(s) meet the specifications. Cartons with damages, containing damaged product, will be returned to the Vendor at the Vendor's expense.

Supply Invoicing

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INVOICING SPECIFICATIONS

1. Failure to perform Invoicing Specifications will result in a \$100 violation assessment per packing list and per invoice.
2. All packing lists and invoices are to be completed with the Neiman Marcus Release Purchase Order Number, Neiman Marcus item number, unit of measure, quantity and invoice date and number. Every shipment is to be invoiced *separately*. The *packinglist* is to accompany the shipment and the invoice is to be mailed to the address stipulated in line #3 below.
3. All vendor invoices are paid by our NM Financial Accounts Payable Office in Dallas, TX. Do not send invoices to the SDC, (Supply Distribution Department). This will delay payment.

Send all invoices for payment to the following address:

**Neiman Marcus
Attention: Expense Payables
1201 Elm Street, Suite 2000
Dallas, Texas 75270**

Questions regarding unpaid or past due invoices need to be directed to:

**Accounts Payable Supervisor
expense@neimanmarcus.com
Phone: (214) 761-2515
Fax: (214) 761-2767**

4. All prompt payment terms will be taken based on the date of receipt of the invoice and the merchandise. Invoices sent to the incorrect address will not be considered received for prompt payment terms until they are received at the above outlined address.

Supply Chargebacks

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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).

Additionally, it is the vendor's responsibility to provide the SDC Supervisor and the Purchasing Agent with a monthly inventory to be received no later than the 5th of each month by email. The inventory should have the following information:

- Contract Order Quantity
- Quantity Shipped
- Balance On Hand
- Balance To Be Manufactured

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

Purchase Orders

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TERMS AND CONDITIONS OF PURCHASE ORDERS

Failure to perform all Purchase Order Contract Agreements will result in a **\$100 chargeback** per specification, plus any additional charges incurred to have the item(s)/shipment(s) meet the specifications. Please review the terms and conditions of your contract on the reverse side of the Purchase Order. A limited highlight of these conditions are as follows:

- E-Mail or Fax a confirmation receipt of the Purchase Order.
- The 'Due Date' on the Purchase Order is the date the product must arrive at the NM Facility.
- Notification must be given to NM by E-Mail, or Fax, if there is a known reason that a Purchase Order due date will be late.
- Overages or Shortages on a Purchase Order shipment must be within the limits of the Contract Agreement.
- Unauthorized Overages on a Purchase Order shipment will be returned to the Vendor at the Vendor's expense.

Dock Appointment and Scheduling

WHO DO YOU CALL TO SCHEDULE A DOCK APPOINTMENT?

If you are a **prepaid vendor**, please call

SDC Supervisor at

903-233-5675 or 5677

If you are a **collect vendor**, please call

Neiman Marcus Transportation at

903-233-5590

PLEASE NOTE: If your purchase order is shipping via a LTL carrier, it is not necessary to request a dock appointment.

Vendor Checklist

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General

1. Upon receipt of Purchase Order Release, acknowledge receipt and ship date.
2. Confirm that ship to address is 2304 Neiman Marcus Parkway, Longview, Texas 75602
3. Confirm that quantity ordered will be shipped in full.
4. If partial shipment, early shipment, late shipment results from release, notify SDC Coordinator to secure approval of partial, early, or late shipment.
5. Provide tracking number for shipment provided to SDC Coordinator.
6. Provide Monthly inventory reflecting Contract Order Quantity, Quantity shipped to date, Inventory Balance on hand, and Inventory Balance to be Manufactured.

Shipping Department

1. Check NMGOPS.com for shipment instructions relating to present out-bound shipment.
2. If product ships in full pallets, assure that 4-Way Pallet, 40"X48" is used.
3. If product ships in full pallets, assure that no product over-hangs the pallet.
4. If product ships in full pallets, assure that pallet is shrink wrapped per instructions on NMGOPS
5. If product ships in full pallets, assure that there is no mixed product on the pallet, one part number per pallet.
6. Confirm receipt date on release will be met by method of shipment.
7. If method of shipment will not meet required date, notify Customer Service for correction.
8. Confirm all boxes are labeled as specified on NMGOPS.
9. Confirm Packing slip specifies requirements on NMGOPS.
10. Confirm product on packing slip matches product to be shipped.
11. Confirm product quantity on packing slip matches quantity to be shipped.
12. Confirm product quantity is not a partial shipment.
13. Confirm unit of measure for product to be shipped is correct.
14. Confirm pallet is the designated height of 55", and does not exceed specified height.
15. Confirm that each box/case does not exceed 50 pounds.
16. Confirm any discrepancies above have been corrected and meet Neiman Marcus specifications.
17. Tracking number logged in shipment system.
18. Confirm that purchase order number appears on bill of lading.

Customer Accounts Receivable

1. Confirm that invoice reflects the correct purchase order number.
2. Confirm that invoice reflects proper Neiman Marcus Part Number.
3. Confirm that invoice reflects proper Unit of Measure.
4. Confirm that invoice reflects proper cost per unit of measure.
5. Confirm that invoice reflects the correct payment terms as specified by the purchase order.
6. Confirm invoice is sent to: Neiman Marcus, Expense Payables, Renaissance Tower, 20th Floor, Dallas Texas 75270