

# VON MAUR

## Compliance Guide effective April 1, 2011

### CHANGES TO THE COMPLIANCE GUIDE WILL BE IN **BLUE ITALICS**

*Changes as of 4/1/11: Pgs 4-5 ticketing; pgs 7-12 LTL/Ground weight break for specific states; pg 14 Volume Load shipment minimums; pgs 14-15 RTV policy; pg 30 updated Volume Load Request form*

*These instructions, changes, and updates supersede any previously issued Von Maur Compliance Guides, Routing Guides and Purchase Orders. Any exemptions issued by any person or organization other than the Logistics Manager, Buyer, or Distribution Manager WILL NOT be honored.*

Von Maur Inc. has discontinued "hard copy" vendor mailings, faxes or notifications on any revision to the Compliance Guide. Changes to the Compliance Guide are made quarterly, and will be available 15 days before the beginning of each calendar quarter at [www.vonmaur.com](http://www.vonmaur.com) under the "Vendor Policy" section. It is imperative that all instructions and changes are understood. It is the Vendor's responsibility to print the new changes each quarter to avoid chargeback's and offset fees.

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## **I. GENERAL INSTRUCTIONS**

Adherence with the Compliance Guide is necessary to efficiently expedite the flow of merchandise from your location to our stores, maximizing selling time. Review appendix B, Terms and Conditions of Purchase Order, before preparing any Von Maur shipments to ensure understanding of Von Maur's expectations.

- Any deviation from the Compliance Guide requires a signature from the Buyer or Logistics Manager on the Buyer/Vendor Freight Negotiation form (appendix A.) If any person or organization other than the Logistics Manager or Buyer issues this form, terms are invalid and will not be honored.

Von Maur's receiving hours are Monday through Friday 7:30am to 2:30pm CST. Office hours for traffic are Monday through Friday 8:30am to 5:00pm CST.

These instructions cancel and supersede all previously issued transportation instructions. Ensure complete comprehension of the Compliance Guide as it provides full, detailed instructions and requirements, which are too lengthy to list on the Purchase Order.

Any violations of the Compliance Guide will lead to offset expenses being assessed. If a Vendor disputes an offset expense, they must notify Von Maur within 6 months of the charge date. The Vendor will be responsible for any offset expense that is over 6 months old.

Only valid Purchase Orders will be accepted. Do not ship using phone orders, worksheets, or verbal commitments.

All merchandise must be distributed, marked, and shipped as indicated on the Purchase Orders. Shipping any substitutions, overages or shortages on a Purchase Order are not acceptable.

All shipments, regardless of size, are subject to the provisions of the Compliance Guide.

It is the Vendor's responsibility to ensure that the LTL Carrier, Consolidator or Small Package Carrier picks up within the designated shipping window as specified on the Purchase Order. Orders picked up early or late are subject to shipping penalties and may be refused.

**START SHIP DATES:** All listed start ship dates are the earliest the Purchase Order can ship from a U.S. point. If a Vendor requests to ship before this date, the Consolidator will not authorize pick up. The LTL/Small Package Carrier will pick up the shipment, but it will be refused at the door.

**CANCEL DATES:** All listed cancellation dates are the latest that the shipment may leave the Vendor's domestic site.

- The Consolidator/Carriers must be called at least 24 working hours before the cancel date.
- Purchase Orders shipped past the cancel date can be refused at Von Maur's Distribution Center.
- Past cancel shipments may be accepted with a 25% discount if the Vendor obtains Buyer approval.

## II. TICKET REQUIREMENTS

- Ticket through the vendor label if ticketing on the product will damage the item.
- Do not ticket around the buttons of the garment or use safety pins to attach tags.

<u>PRODUCT TYPE</u>	<u>TICKET PLACEMENT</u>	<u>TYPE OF TICKET</u>
Belts	Through the buckle or on the belt	Lock loop or sewn in belt
Bottoms – All shorts, pants, jeans, skirts	On waistband, left side	Swift attached
Boxed/package – sold in package	On back of the box	Sticker or on package
Boxed/package - sold out of package	On the merchandise/back of item	Removable sticker
Dresses	Left sleeve	Swift attached
Gloves – not in box	Through vendor label	Swift attached
Gloves – in box	Bottom lower right	Sticker or on package
Hair accessories on cards	<i>Straight (level) on back, bottom center of card</i>	Sticker
Handbags	Handle/right side	Lock loop or sewn in label
Handbags/clutch style	Through inner label or zipper tag	Lock loop or sewn in label
Hats	Through sweat band or label	Swift attached
Jewelry on cards ( <i>color to be determined by Buyer</i> )	<i>Straight (level) on back, bottom center of card</i>	Sticker
Jewelry on black cards (ONLY Juniors department 694)	<i>Straight (level) on back, bottom center of card</i>	Sticker
Jewelry not on cards	Around the item, near clasp	String ticket or gummy “dumbbell”
<i>Jewelry boxes</i>	<i>Inside box, set on cushion</i>	<i>String ticket (NO GUMMY)</i>
Ladies suits	Left sleeve	Swift attached
Lamps	Around base of bulb	Swift attached
Men’s casual shirts	Left sleeve	Swift attached
Men’s suits & sportcoats	Left sleeve	Sewn in
Outerwear & coats	Left sleeve	Swift attached
Robes	Left sleeve	Swift attached
Scarves	Through vendor label	Swift attached
Shoes	Front of box, lower right corner	Sticker or on package
Socks	On band or label	Sticker or on package
Sunglasses	On arm of glasses	String or “dumbbell”
Swimwear	Left side of label	Swift attached
Ties	Through the vendor label	Swift attached or sewn in
Tops – hanging	Left sleeve	Swift attached
Tops – packaged or folded	Through vendor label	Swift attached
Wallets	Attached to product	Sewn on label

Please contact the below ticket suppliers if you are unable to produce tickets:

FineLine Bar Code Technologies <a href="mailto:laurag@finelinetech.com">laurag@finelinetech.com</a> USA Phone (800) 500-8687 Canada Phone (800)465-1890	R.E.R. International LLC <a href="mailto:sales@rerinternational.com">sales@rerinternational.com</a> USA Phone (888) 737-4685 USA Fax (718) 793-3919	Sourcing Solutions Int’l LLC USA email <a href="mailto:laurapappania@ss-intl.com">laurapappania@ss-intl.com</a> USA Phone (732) 299-6606 HK/China email <a href="mailto:vincentleung@ss-intl.com">vincentleung@ss-intl.com</a>
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**Tickets – All Departments EXCEPT 689, 691, 694, 696, & 698**

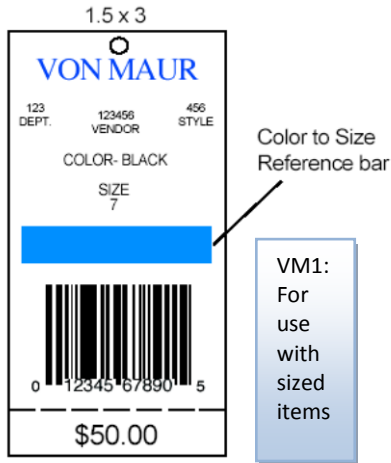
Vendors with EDI capability need to contact Von Maur’s EDI Coordinator to begin the set up process. All ticket approval will be conducted by the EDI Coordinator ([edicoord@vonmaur.com](mailto:edicoord@vonmaur.com)).

**EDI Orders** – require a UPC ticket and must include UPC barcode, style, department, size and retail price. Price should be provided on the perforated area at the bottom of the UPC ticket. Color-to-size reference bar is preferred. Boxed merchandise that can be sold in or out of the package must be ticketed with UPC and price both on item and on the box (if unable to ticket box and item, please provide “piggy back” or “double stick” tickets on boxes.)

**Non EDI Orders** – UPC/barcode tickets are not required. Items must have style and size (if applicable.) This information must be provided on the item, on a hang tag, on a polybag (if you choose to use a polybag; only one style per bag) or on the box if item is individually boxed. Failure to do so will result in an offset expense.

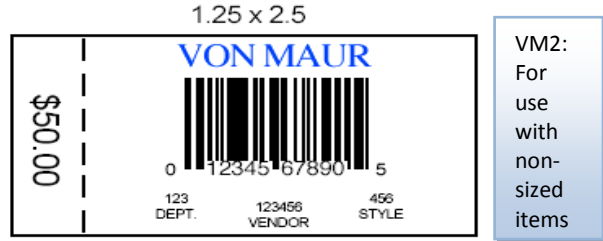
Please refer to the below examples:

**Color Sync Hangtag VM1**



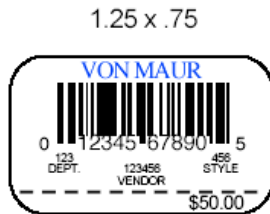
VM1:  
For use with sized items

**Small Hangtag VM2**

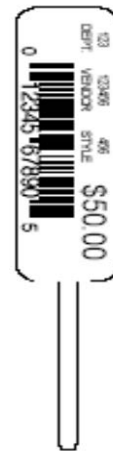


VM2:  
For use with non-sized items

**Sticker VM3**



**Retail VM4**



**Retail VM5**



**String Ticket VM6**



**Tickets –DEPARTMENTS 689, 691, 694, 696, & 698**

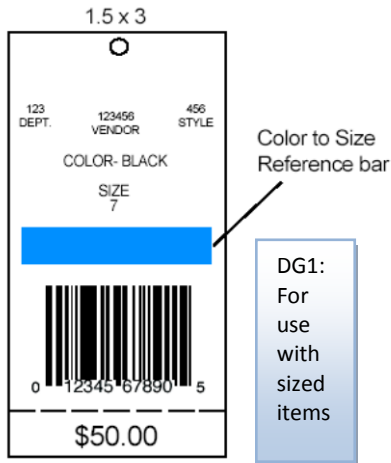
Vendors with EDI capability need to contact Von Maur’s EDI Coordinator to begin the set up process. All ticket approval will be conducted by the EDI Coordinator ([edicoord@vonmaur.com](mailto:edicoord@vonmaur.com)).

**EDI Orders** – require a UPC ticket and must include UPC barcode, style, department, size and retail price. Price should be provided on the perforated area at the bottom of the UPC ticket. Color-to-size reference bar is preferred. Boxed merchandise that can be sold in or out of the package must be ticketed with UPC and price both on item and on the box (if unable to ticket box and item, please provide “piggy back” or “double stick” tickets on boxes.)

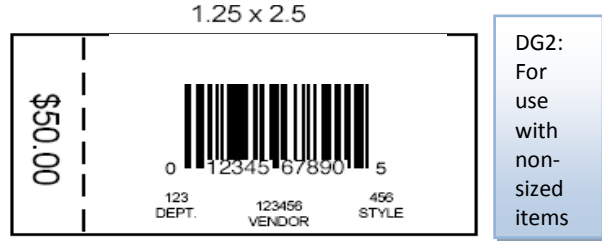
**Non EDI Orders** – UPC/barcode tickets are not required. Items must have style and size (if applicable.) This information must be provided on the item, on a hang tag, on a polybag (if you choose to use a polybag; only one style per bag) or on the box if item is individually boxed. Failure to do so will result in an offset expense.

Please refer to the below examples:

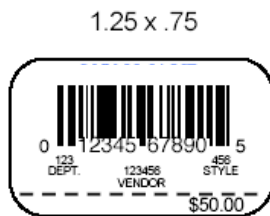
**Color Sync Hangtag DG1**



**Small Hangtag DG2**



**Sticker DG3**



**Rattail DG4**



**Rattail DG5**



**String Ticket DG6**



### III. HANGER REQUIREMENTS

Merchandise displayed hanging on the selling floor, including sweaters, must be shipped on a VICS floor ready hanger following the below unless directed by the Buyer. **Black hangers are not acceptable.**

Family of Business	Hanger Description*	Color	Hanger Style #
<b>Women's Apparel</b>			
Women's plus-size tops, sweaters, dresses, jackets, blazers, sleepwear, robes & one-piece swimwear	19" Dress	CLEAR	479
Juniors & Missy tops, sweaters, dresses, jackets, blazers, sleepwear, robes, & one-piece swimwear	17" Dress	CLEAR	484
Women's, Juniors & Missy suits	17" Suit	CLEAR	494
Women's, Juniors & Missy outerwear	17" Coat	CLEAR	3329
Juniors & Missy bottoms	12" Pant	CLEAR	6012/6212
Women's plus-size bottoms	14" Pant	CLEAR	6014
Intimates	10" Intimate	CLEAR	GS-19
<b>Men's Apparel</b>			
Men's tops, sweaters, sleepwear & robes	17" Dress	CLEAR	484
Men's outerwear	17" Coat	CLEAR	3329
Men's shorts, casual pants, boxers, & sleepwear	12" Pant	CLEAR	6012/6212
Men's dress slacks	14" Pant	CLEAR	6014
<b>Children's Apparel</b>			
Girls 4-6X tops, sweaters, coats, two-piece set tops, & dresses*	12" or 15" Dress	CLEAR	498 OR 485
Girls 7-16 tops, sweaters, two-piece set tops & dresses Boys 8-20 tops, sweaters, coats, & two-piece set tops	15" Dress	CLEAR	485
Boys 4-7 tops, sweaters, coats, & two-piece set tops Girls 4-16 sleepwear & one-piece swimwear Boys 4-20 sleepwear	15" Dress	CLEAR	485
Girls and Boys 2T-4T tops, sweaters, & two-piece set tops Girls and Boys 0-9 mo. coats, snow bibs & jackets Girls and Boys 12 mo.-4T sleepwear	12" Dress	CLEAR	498
Girls and Boys 0-24 mo. tops, sweaters, & two-piece set tops Girls and Boys 0-9 mo. sleepwear Girls 12 mo.-4T swimwear	10" Dress	CLEAR	497/380
Girls and Boys 12 mo.-4T coats, snow bibs & snowsuits*	12" or 15" Dress or 15" Jacket	CLEAR	498 OR 485 OR 3315
Girls 4-16 and Boys 4-20 coats & snowsuits*	15" Jacket or 17" Jacket	CLEAR	3315 OR 3329
Girls and Boys 0-24 mo. bottoms, & two-piece set bottoms Girls 12 mo.-6X two-piece swimwear	8" Pant	CLEAR	6008
Girls 2T-6X pants, skirts, shorts & two-piece set bottoms Girls 7-16 two-piece swimwear Boys 2T-7 pants & shorts	10" Pant	CLEAR	6010/6210
Girls 7-16 pants, skirts, & shorts Boys 8-20 pants & shorts	12" Pant	CLEAR	6012/6212

\*Use hanger that appears best inserted in garment. White hangers, **black hangers** and hangers with size indicators are not acceptable.

#### VICS APPROVED HANGER SUPPLIERS

VICS APPROVED HANGER SUPPLIERS				USA	Hong Kong/China
Supplier	A&E Products	Randy Hangers	Hanger's Unlimited	Sourcing Solutions Int'l LLC	
Email	<a href="http://www.aehangers.com">www.aehangers.com</a>	<a href="http://www.randyhangers.com">www.randyhangers.com</a>	<a href="http://www.gstein@hangersunlimited.com">www.gstein@hangersunlimited.com</a>	<a href="mailto:laurapappania@ss-intl.com">laurapappania@ss-intl.com</a>	<a href="mailto:benwong@ss-intl.com">benwong@ss-intl.com</a>
Phone	800-462-3843	800-689-7710 or 800-568-9994	800-558-5585	732-299-6606	

#### **IV. SHIPPING INSTRUCTIONS**

##### **ALL SHIPMENTS MUST BE SHIPPED TO\*:**

VON MAUR - DISTRIBUTION CENTER  
6565 BRADY STREET  
DAVENPORT, IOWA 52806

\*Do not ship directly to the stores

##### **RECORD THE FOLLOWING ON YOUR BILL OF LADING\*\* (do not declare a value):**

\*\*For small package shipments a Bill of Lading is not required – the label substitutes as a BOL

- All Purchase Order and Department Numbers
- Total number of cartons and total weight for each Purchase Order
- Accurate merchandise description
- Complete Vendor name and shipping address
- Total number of pallets (if applicable)

The Vendor is required to follow the Bill of Lading standard and format published by VICS, available at <http://www.vics.org/> or Vendor may use the FedEx Freight ECONOMY BOL available at [www.fedex.com/freight](http://www.fedex.com/freight)

A shipping manifest is not considered part of the Bill of Lading contract. The information above must be shown on the actual Bill of Lading. This omission can cause the shipment to be refused.

For all temperature sensitive shipments, indicate "PROTECT FROM FREEZING" or "PROTECT FROM HEAT" on the Bill of Lading. Losses due to absence of proper notations are the Vendor's responsibility.

For all edible shipments, indicate "FOODSTUFFS" on the Bill of Lading. Initials and acronyms are not acceptable.

If the merchandise is not properly described or weighed and the carrier, due to discrepancies, overcharges Von Maur, the amount of the carrier's assessorial fee plus an offset expense will be assessed. This includes the carrier changing the class number of the shipment.

Vendors who prepay freight and use carriers not approved by Von Maur are responsible for adherence with all other requirements in the Compliance Guide that are not related to routing.

If a driver is required to load a shipment, the Vendor will be charged the carrier-loading fee, and/or inside pick fee. If a driver is required to count a shipment while loading, the Vendor will be charged the carrier (driver assist) loading charge. If a lift gate truck is needed, the Vendor will be charged the carrier fee.

Carriers allow 2 hours of free time to load. Charges begin 2 hours after the scheduled appointment. Additional charges incurred because of the inability of the shipper to load within the 2 hours will result in a chargeback for the additional cost.

A Purchase Order may never be shipped against more than three times. If there are more than two shipments via any Carrier (unless it is prepaid) from the same Vendor in a week without a signed Buyer/Vendor Freight Negotiation form, the Vendor will be charged all freight charges plus an offset expense.

Ship orders complete as routed. All styles must be shipped complete. In the case of Buyer authorized back orders, the goods must be shipped pre-paid and the freight bill marked accordingly. Any back order may be subject to cancellation without notice.

Do not split ship any style. Upon completion of the second shipment of the Purchase Order, we must receive no less than 95% fill rate on all styles shipped.

DO NOT include the Original Invoice with the packing list or shipment. This document must be sent separately to the A/P Department or payment will be delayed. Please refer to the Accounts Payable Policy at [www.vonmaur.com](http://www.vonmaur.com) in the Vendor Policies section (bottom of the home page.)

Von Maur does not pay customs fees, service fees, value added taxes, or ancillary service fees.

## **V. ROUTING INSTRUCTIONS**

Mark all cartons with the store labeling information found in appendix C.

DO NOT PREPAY FREIGHT AND ADD FREIGHT CHARGES TO THE MERCHANDISE INVOICE (S), or send separate invoices with freight charges. Merchandise invoices that contain freight charges will be paid net of freight.

There is no importing internationally. **Von Maur does not import from Canada. All shipments may be routed once clearing customs into the United States.**

### **Purchase Order Verification – Consolidator**

Currently there is not a verification process for Purchase Orders that do not go to a Consolidator.

The only valid POs are sent via EDI or a faxed/mailed hard copy with a 6-digit PO number.

Upon receipt of the Purchase Order, verify all the information on the document. If the details are not accurate, contact the appropriate Von Maur Buyer and resolve the issue(s) before shipping.

If PO changes are required, request the Buyer retransmit the EDI order, send a new vendor copy, or provide a reprint or print screen of the order showing changes to guarantee the corrections have been made. Handwritten notes, verbal or phone agreements will not be honored.

All merchandise must be received pre-distributed and packed by store unless specifically authorized by the Buyer.

DO NOT ship after the “Cancel Date” or the merchandise will not be picked up by the Consolidator, and SMALL PACKAGE/LTL deliveries will be refused at the Von Maur Distribution Center.

*❖ If, due to carrier error, the pick up is not made before the cancel date, it is the **Vendor’s responsibility** to notify the appropriate Buyer, Logistics Manager, or DC Manager that the goods were picked up past cancel.*

### **Routing Methods**

- See subsequent pages for routing instructions by state.
- *There are two weight breaks separating FedEx Freight and FedEx Ground depending on state. Please carefully review the below to verify the correct method before shipping.*
- For Vendors in the FOB Consolidator zone, LTL and Small Package shipments will go via the Consolidator, no matter the size.
- For orders that need to be **expedited**, see page 14.
- **Volume shipments** (more than 5,000 lbs or 1,500 ft<sup>3</sup> or *9 standard pallets*), see page 14.

## State Routing Pages

Alabama, Arizona, Colorado, Delaware, Florida, Georgia, Idaho, Louisiana, Maryland, Mississippi, Montana, Nevada, New Mexico, North Carolina, Oregon, South Carolina, Texas, Utah, Virginia, Washington, Wyoming

California – zips 931-961

Maine – zips 041-049

New York – zips 120-149

Pennsylvania – zips 150-178 & 189

Vermont – zip 050

### LTL – 120 lbs or greater and/or 21 cartons or more

Von Maur will pay freight from the Vendor warehouse using **FedEx Freight Economy “Collect.”**

FedEx Freight Economy “Collect”:

<http://www.fedex.com/us/freight/main/>

(866) 393-4585

Bill of Lading:

**VON MAUR**

**6565 Brady St**

**Davenport, IA 52806**

- Von Maur prefers all LTL shipments are on pallets.
- The Vendor must contact FedEx Freight Economy to arrange for shipment pick up. The shipment will be refused at the Von Maur DC and **sent back to the Vendor** if FedEx Freight Economy picks up the freight earlier that the ship date, or later than the cancel date on the PO.
- There should be one BOL per pickup, per day, regardless of the number of POs or pallets/cartons being consigned.
- Provide PO number at the time when appointment is arranged for documentation purposes.

### Small Package Carrier – Less than 120 lbs and less than 21 cartons

Von Maur will pay freight from the Vendor Warehouse to the Von Maur DC using **FedEx Ground “Collect.”**

FedEx Ground “Collect”:

<http://www.fedex.com/us/>

(800) 463-3339

Small Carrier Label:

**VON MAUR**

**6565 Brady St**

**Davenport, IA 52806**

- Provide PO number at the time when appointment is arranged for documentation purposes.
- When shipping, select “FedEx Ground” as service type, and then select “collect.” Collect will only appear as a billing option once FedEx Ground is selected. It is not necessary to have the Von Maur FedEx account number; Von Maur’s FedEx account number **will not** be provided.
- The Vendor must contact FedEx Ground to arrange for shipment pick up. The shipment will be refused at the Von Maur DC and **sent back to the Vendor** if FedEx Ground picks up the freight earlier that the ship date, or later than the cancel date on the PO.
- DO NOT add insurance charges, unless there is a written document approved and signed from the Buyer or Logistics Manager.
- All labels must be placed on the side of the cartons. Do not cover any other information on cartons, such as barcodes or shipping information.

## State Routing Pages

Arkansas, Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, Oklahoma, South Dakota, Tennessee, West Virginia, Wisconsin

### ***LTL – 375 lbs or greater and/or 21 cartons or more***

Von Maur will pay freight from the Vendor warehouse using **FedEx Freight Economy “Collect.”**

FedEx Freight Economy “Collect”:

<http://www.fedex.com/us/freight/main/>  
(866) 393-4585

Bill of Lading:

**VON MAUR**  
6565 Brady St  
Davenport, IA 52806

- Von Maur prefers all LTL shipments are on pallets.
- The Vendor must contact FedEx Freight Economy to arrange for shipment pick up. The shipment will be refused at the Von Maur DC and **sent back to the Vendor** if FedEx Freight Economy picks up the freight earlier than the ship date, or later than the cancel date on the PO.
- There should be one BOL per pickup, per day, regardless of the number of POs or pallets/cartons being consigned.
- Provide PO number at the time when appointment is arranged for documentation purposes.

### ***Small Package Carrier – Less than 375 lbs and less than 21 cartons***

Von Maur will pay freight from the Vendor Warehouse to the Von Maur DC using **FedEx Ground “Collect.”**

FedEx Ground “Collect”:

<http://www.fedex.com/us/>  
(800) 463-3339

Small Carrier Label:

**VON MAUR**  
6565 Brady St  
Davenport, IA 52806

- Provide PO number at the time when appointment is arranged for documentation purposes.
- When shipping, select “FedEx Ground” as service type, and then select “collect.” Collect will only appear as a billing option once FedEx Ground is selected. It is not necessary to have the Von Maur FedEx account number; Von Maur’s FedEx account number **will not** be provided.
- The Vendor must contact FedEx Ground to arrange for shipment pick up. The shipment will be refused at the Von Maur DC and **sent back to the Vendor** if FedEx Ground picks up the freight earlier than the ship date, or later than the cancel date on the PO.
- DO NOT add insurance charges, unless there is a written document approved and signed from the Buyer or Logistics Manager.
- All labels must be placed on the side of the cartons. Do not cover any other information on cartons, such as barcodes or shipping information.

## State Routing Pages

California - zip codes 900-930

### All shipments regardless of size

West Coast Consolidator (FOB Consolidator): The Vendor is responsible for freight to **City Fashion Express**; Von Maur will pay freight from City Fashion to the Von Maur DC.

Consolidation point:

**CITY FASHION EXPRESS  
2000 East University Drive  
Dominguez Hills, CA 90220  
(310) 223-1010**

Bill of Lading:

**VON MAUR  
6565 Brady St  
Davenport, IA 52806**

- The Vendor must call the Consolidator for PO verification, pick up and delivery appointment. The Vendor will be charged the Consolidator's established pick up rate.
  - a. The Vendor must call the Consolidator for P.O verification and delivery appointment even when opting not to use the Consolidator's carrier.
    - i. If the Vendor uses their own carrier, City Fashion will charge the Vendor \$2.00 per hundredweight handling fee.
  - b. The BOL must be marked "pre-paid to the Consolidator."
- The Consolidator has the right to refuse pick up of the shipment if the Vendor has not given sufficient notification for pick up. The Vendor must call a minimum of 24 hours before last cancel date when using the Consolidator as the carrier.
  - a. If using another carrier to deliver to the Consolidator, the freight MUST leave the Vendor's dock by the cancel date, and the Vendor is responsible for all handling charges.
- There should be one BOL per pickup, per day, regardless of the number of POs or pallets/cartons being consigned.

## State Routing Pages

New Jersey – zip codes 070-079 & 085-089

New York – zip codes 100-119

### **All shipments regardless of size**

East Coast Consolidator (FOB Consolidator): The Vendor is responsible for freight to **New Deal Logistics**; Von Maur will pay freight from New Deal to the Von Maur DC.

Consolidation point:

**NEW DEAL LOGISTICS**

**125 Pennsylvania Ave**

**South Kearny, NJ 07032**

**(201) 985-0300**

Bill of Lading:

**VON MAUR**

**6565 Brady St**

**Davenport, IA 52806**

- The Vendor must call the Consolidator for PO verification, pick up and delivery appointment. The Vendor will be charged the Consolidator's established pick up rate.
  - a. The Vendor must call the Consolidator for P.O verification and delivery appointment even when opting not to use the Consolidator's carrier.
  - b. The BOL must be marked "pre-paid to the Consolidator."
- The Consolidator has the right to refuse pick up of the shipment if the Vendor has not given sufficient notification for pick up. The Vendor must call a minimum of 24 business hours before last cancel date for pick up when using the Consolidator as the carrier.
  - a. If using another carrier to deliver to the Consolidator, the freight **MUST** leave the Vendor's dock by the cancel date, and the Vendor is responsible for all handling charges.
- There should be one BOL per pickup, per day, regardless of the number of POs or pallets/cartons being consigned.

## State Routing Pages

Connecticut, Massachusetts, New Hampshire, Rhode Island

Maine – zip codes 039-040

New Jersey – zip codes 080-084

Pennsylvania – zip codes 179-196 (except 189)

Vermont – zip codes 051-059

### LTL - 120 lbs or greater and/or 21 cartons or more

East Coast Consolidator (FOB Vendor Warehouse): Von Maur will pay freight from the Vendor Warehouse to **New Deal Logistics** and from New Deal to the Von Maur DC.

Consolidation point:

**NEW DEAL LOGISTICS**

**125 Pennsylvania Ave**

**South Kearny, NJ 07032**

**(201) 985-0300**

Bill of Lading:

**VON MAUR**

**6565 Brady St**

**Davenport, IA 52806**

- The Vendor must call the Consolidator for PO verification, pick up and delivery appointment. The Vendor will be charged the Consolidator's established pick up rate.
  - a. The Vendor must call the Consolidator for P.O verification and delivery appointment even when opting not to use the Consolidator's carrier.
  - b. The BOL must be marked "pre-paid to the Consolidator."
- The Consolidator has the right to refuse pick up of the shipment if the Vendor has not given sufficient notification for pick up. The Vendor must call a minimum of 24 business hours before last cancel date for pick up when using the Consolidator as the carrier.
  - a. If using another carrier to deliver to the Consolidator, the freight **MUST** leave the Vendor's dock by the cancel date, and the Vendor is responsible for all handling charges.
- There should be one BOL per pickup, per day, regardless of the number of POs or pallets/cartons being consigned.

### Small Package Carrier – Less than 120 lbs and less than 21 cartons

Von Maur will pay freight from the Vendor Warehouse to the Von Maur DC using **FedEx Ground "Collect."**

FedEx Ground "Collect":

<http://www.fedex.com/us/>

**(800) 463-3339**

Small Carrier Label:

**VON MAUR**

**6565 Brady St**

**Davenport, IA 52806**

- Provide PO number at the time when appointment is arranged for documentation purposes.
- When shipping, select "FedEx Ground" as service type, and then select "collect." Collect will only appear as a billing option once FedEx Ground is selected. It is not necessary to have the Von Maur FedEx account number; Von Maur's FedEx account number **will not** be provided.
- The Vendor must contact FedEx Ground to arrange for shipment pick up. The shipment will be refused at the Von Maur DC and **sent back to the Vendor** if FedEx Ground picks up the freight earlier than the ship date, or later than the cancel date on the PO.
- DO NOT add insurance charges, unless there is a written document approved and signed from the Buyer or Logistics Manager.
- All labels must be placed on the side of the cartons. Do not cover any other information on cartons, such as barcodes or shipping information.

**2011 Carrier Closing Dates**

No pickups or appointments will be scheduled on the below dates. Please plan accordingly when calling in for PO verification and a pick up or delivery appointment. Extensions needed due to a carrier closing will be approved by the appropriate buyer on a case-by-case basis.

**New Deal Logistics**

MONDAY	1-17-2011	MARTIN LUTHER KING JR
MONDAY	2-21-2011	PRESIDENT'S DAY
FRIDAY	4-22-2011	GOOD FRIDAY
MONDAY	5-30-2011	MEMORIAL DAY
MONDAY	7-04-2011	FOURTH OF JULY
MONDAY	9-05-2011	LABOR DAY
THURSDAY	11-24-2011	THANKSGIVING DAY
FRIDAY	11-25-2011	THANKSGIVING DAY
MONDAY	12-26-2011	CHRISTMAS DAY

**City Fashion Express**

MONDAY	5-30-2011	MEMORIAL DAY
MONDAY	7-04-2011	FOURTH OF JULY
MONDAY	9-05-2011	LABOR DAY
THURSDAY	11-24-2011	THANKSGIVING DAY
FRIDAY	11-25-2011	THANKSGIVING DAY
MONDAY	12-26-2011	CHRISTMAS DAY

**FedEx Ground**

MONDAY	5-30-2011	MEMORIAL DAY
MONDAY	7-04-2011	FOURTH OF JULY
MONDAY	9-05-2011	LABOR DAY
THURSDAY	11-24-2011	THANKSGIVING DAY
MONDAY	12-26-2011	CHRISTMAS DAY

**FedEx Freight**

MONDAY	5-30-2011	MEMORIAL DAY
MONDAY	7-04-2011	FOURTH OF JULY
MONDAY	9-05-2011	LABOR DAY
THURSDAY	11-24-2011	THANKSGIVING DAY
FRIDAY	11-25-2011	THANKSGIVING DAY
MONDAY	12-26-2011	CHRISTMAS DAY

## Expedited Freight

A Buyer/Vendor Freight Negotiation form (FNF/appendix A) **must** be filled out for all expedited shipments. A copy of the form signed by the Buyer and Logistics Manager will be sent to the Vendor by request only.

- If the Vendor is paying 100% of the freight charges, and an FNF has been signed, the Vendor may proceed with shipping using their own carrier. The Vendor is responsible for tracking the shipment, as well as all charges, losses, damages, etc. for the shipment.
- *If Von Maur is paying any portion of the freight, the Logistics Manager, **before shipping**, must be provided the carton count, weight, shipper zip code and dimension of cartons. The carrier will be provided once the FNF and aforementioned information is received.*

## Volume Shipments – more than 5,000 lbs, more than 1,500 ft<sup>3</sup>, or more than **9 standard pallets**

A Volume Load Request form (VLF/appendix D) must be filled out for all volume shipments, and emailed or faxed to the Logistics Manager.

- Routing instructions will be provided once the VLF has been received.
- Volume shipments require at least three (3) working days before the planned ship date, and at least three (3) working days before the cancel date.
  - a. Volume shipments will not be picked up the same day they are requested.
- The Vendor must contact the Logistics Manger for re-approval if a carrier has been assigned to pick up the volume shipment and any part of the shipment information has changed.

## VI. RETURN TO VENDOR POLICY/MERCHANDISE REPAIRS

All Return Authorizations (RAs) provided by the Vendor must include the following information:

- Vendor/Company Name
- Return to Address
- Return Authorization Number
- Von Maur Department Number

*Determine the proper procedure by reviewing the steps under each type of RTV: Buyer Requested, In-Store Damages/Customer Returns, and Hold Trouble.*

### Buyer Requested RTV's

The RA number will be acquired by the buyer prior to goods being shipped back to the Vendor. This includes seasonal stock adjustments and merchandise accommodations. The Vendor is responsible for all freight charges. Less-than-load (LTL) shipments will be returned Freight Collect. *Small package shipments require a call tag to be emailed to [rtv@vonmaur.com](mailto:rtv@vonmaur.com) using the Vendor's carrier of choice. **The RA# must be referenced on the call tag.***

Samples sent to Von Maur will be returned charging the Vendor both Inbound and Outbound freight charges unless there is a Buyer/Vendor Freight Negotiation form signed by Von Maur's Buyer and the Vendor.

### In-Store Damages/Customer Returns

A damage allowance is the preferred method for handling in-store damages/customer returns. Contact the appropriate buyer to discuss this option.

If there is no damage allowance, damages will be returned on a monthly basis following these guidelines:

- 1) If the total cost of the merchandise shipment to be returned is less than \$100, Von Maur will destroy the product. A claim for the cost amount of the goods will be issued to the Vendor unless other arrangements are made with Merchandising.
- 2) If the total cost of the merchandise shipment to be returned is greater than \$100, Von Maur will request an RA # from the Vendor; the Vendor has 60 days from the 1<sup>st</sup> request to issue an RA# or the goods will be destroyed. ***A call tag for the return freight will need to be issued via email to [rtv@vonmaur.com](mailto:rtv@vonmaur.com) at the same time the RA is issued, referencing the Von Maur claim number. The call tag can be issued with the Vendor's carrier of choice.***

### **Hold Trouble RTV's**

Merchandise will be returned to Vendor for the following reasons:

- Merchandise not ordered
- Merchandise shipped early
- Merchandise shipped late
- Merchandise found to be substandard, defective or unsalable
- Substitutions for color, style, or size
- Mismatched sizes

Von Maur will issue an RA claim for goods being returned to a Vendor for the reasons above at the cost value of the merchandise. This is to notify the vendor Von Maur will not pay for these goods if invoiced for them. An offset expense plus all inbound freight charges will also be assessed. In regards to returning Hold Trouble goods to the Vendor, Von Maur will follow the below procedures:

- 1) If the total cost of the merchandise shipment to be returned is less than \$100, Von Maur will destroy the product. An RA claim for the cost amount of the goods will be issued to the Vendor unless other arrangements are made with Merchandising.
- 2) If the total cost of the merchandise shipment to be returned is greater than \$100, Von Maur will request an RA number from the Vendor; the Vendor has 60 days from the 1<sup>st</sup> request to issue an RA# or the goods will be destroyed. Von Maur will not be responsible for payment of goods. Less-than-load (LTL) shipments will be returned Freight Collect. ***Small package shipments require a call tag to be emailed to [rtv@vonmaur.com](mailto:rtv@vonmaur.com) using the Vendor's carrier of choice. The RA# or Von Maur claim number must be referenced on the call tag.***

### **Proof of Delivery/Claim Inquiries**

Requests for Proof of Delivery (POD) for returned merchandise will only be granted if the deduction has occurred within the past 6 months. All requests must be presented in writing and include a detailed explanation of the issue, Von Maur claim number, and the name and address where a reply can be sent. After 6 months, Von Maur will not be liable for shortages or damages.

If you have questions regarding specific claim issues, requests for POD, damaged merchandise or a change in address for returned merchandise contact the Vendor Return Department at (563) 445-1008 or [rtv@vonmaur.com](mailto:rtv@vonmaur.com).

### **Merchandise Repairs**

Follow the routing instructions in Section V when charging Von Maur for return shipping of repaired merchandise. Send "Attn: Repairs" and provide the claim number or repair number.

## VII. EXPENSE OFFSET CHARGES

Violations of the Von Maur Compliance Guide will result in offset expense charges to the Vendor. The purpose of offset charges is not to profit, but to achieve compliance so merchandise can be moved quickly and cost effectively to the selling floor. The Vendor is responsible for inbound and outbound freight charges when applicable. Please carefully review and ensure understanding of the Compliance Guide to avoid chargeback's. See complete listing of Distribution Center, Shipping, and EDI chargeback's below.

ALL OFFSET EXPENSE DISPUTES MUST BE ADDRESSED NO LATER THAN 6 MONTHS FROM THE DATE THE CHARGE WAS WRITTEN.

### OFFSET EXPENSES

Incorrect placement of tickets	\$100 per incident
Tickets on merchandise for another Retailer	\$100 per incident
Failure to supply a style number on the garment/each poly bag	\$100 per incident
<i>Failure to supply a size on items</i>	<i>\$100 per incident</i>
Failure to supply correct hangers	\$100 per incident
Failure to ship dept 694 jewelry on plain black cards	\$100 per incident
<i>Failure to ship depts. 689, 691, 694, 696, &amp; 698 with correct ticket</i>	<i>\$100 per incident</i>
Color and/or size not on order	\$100 per incident
Defective goods	\$100 per incident
Poor quality of goods	\$100 per incident
<i>Mismatched sizes</i>	<i>\$100 per incident</i>
Unauthorized substitutions	\$100 per incident
Merchandise not ordered	\$100 per incident
Shortage/overage shipment	\$100 per incident
Merchandise Returned to Vendors – <i>Hold Trouble</i>	\$100 per incident plus all freight charges
<i>Von Maur charged for outbound Collect freight</i>	<i>All freight charges</i>
Failure to follow the repair return policy	All freight charges
Cartons packed with more than 1 PO enclosed	\$100 per incident
Cartons not packed per floor ready standards	\$100 per incident
Cartons not packed per PO specifications	\$100 per incident
Damage and/or loss of merchandise due to inappropriate packaging of cartons	\$100 per incident
Maximum carton size and/or weight exceeded	\$100 per incident plus all freight charges
Cartons not labeled as “Special Order” where applicable	\$100 per incident
Failure to master pack if PO has 2+ cartons but weighs the minimum	\$100 per incident
Carton identification information is incorrect or missing from the outside of the carton	\$100 per incident
Cartons not labeled as “Master Pack” where applicable	\$100 per incident
Packing slips do not contain all the required information	\$100 per incident
Failure to put all packing slips in a removal pouch on the <u>outside</u> of the lead	\$100 per incident
Carton labels not on correct side of cartons	\$100 per incident
Labels not legible, scannable or easy to read	\$100 per incident
Orders picked up before the first ship date	\$100 per incident
Orders picked up after the cancel date	\$100 per incident
Shipped PO without Consolidator verifying PO or providing approval	\$100 per incident

Did not meet fill rate requirements	\$100 per incident
Shipping merchandise directly to the stores	\$100 per incident plus all freight charges
Multiple POs with no detail on Bill of Lading	\$100 per incident
Failure to put PO #s on Master Bill of Lading	\$100 per incident
BOL containing incorrect or not all of the required information	\$100 per incident
Tendering more than on BOL per pickup, per day	\$100 per incident
Not including PO #s when arranging pick up via LTL or Small Package Ground Carrier	\$100 per incident
Bill correction request for freight charges	\$50 per incident
Not specifying "Protect from Freezing" or "Protect from Heat" on BOL	\$100 per incident
Not specifying "Foodstuffs" on BOL	\$100 per incident
Driver must load and/or count	Carrier driver assist fees
Special truck needed (i.e. lift gate truck)	Carrier Charges
Driver detention charge	Carrier Charges
Added custom fees, service fees, ancillary fees, and/or value added taxes to invoice	\$100 per incident plus fees and/or taxes
Shipped more than 2 shipments in 1 week (7 consecutive days)	\$100 per incident plus all freight charges
Shipped more than 3 times against 1 PO	\$100 per incident
Failure to pay for all freight charges on samples sent	Inbound & outbound freight charges
Failure to ship correct FOB (i.e. FOB consolidator)	\$100 plus all freight charges
Failure to ship with the correct carrier	\$100 plus all freight charges
Failure to ship from within the United States	\$100 plus all freight charges
Failure to prepay shipping on back orders	\$100 plus all freight charges
Failure to get prior approval for an expedited shipment	\$100 plus all freight charges
Failure to receive approval for volume shipment	\$100 plus all freight charges
Failure to receive re-approval on a volume shipment after a carrier has been assigned	\$100 per incident plus the difference in freight charges
Carrier changes description, weight and/or class number on Bill of Lading	\$100 per incident plus carrier fees

**EDI OFFSET CHARGES**

UPC Ticket not on the merchandise	\$100 per incident
Incorrect UPC ticket on merchandise	\$100 per incident
UPC not available in INOVIS	\$100 per incident
UPC altered after being assigned and put into INOVIS	\$100 per incident
UPC ticket not scannable / readable	\$100 per incident
No retail on UPC Tickets	\$100 per incident
UPC tickets affixed improperly	\$100 per incident
Ticket format not industry standard	\$100 per incident
Missing or incorrect UCC-128 label	\$100 per incident
Duplicate UCC-128 number assigned	\$100 per incident
Failure to provide UCC-128 labels for each carton in a master pack, if applicable	\$100 per incident
Not using a 17 digit VICS Bill of Lading number	\$100 per incident
No ASN received for shipment	\$100 per incident
ASN not received 48 hours prior to merchandise receipt	\$100 per incident
Unusable ASN/incorrect ASN	\$100 per incident
Functional Acknowledgement not received within 2 days of PO transmission	\$100 per incident
Selling information provided when set up for 852 transaction	\$25 per incident

## **VIII. EDI VENDORS/SET UP**

EDI is a paperless electronic transmission of data that expedites communication between the Retailer and Vendor, improves accuracy, and lowers costs by reducing redundant data entry. *Vendors are expected to be EDI if the Vendor has EDI capability. Please contact the EDI Coordinator ([edicoord@vonmaur.com](mailto:edicoord@vonmaur.com)) to begin the set up and testing process.* At that time, mapping information will be provided and a testing and implementation schedule will be established. The EDI Coordinator may contact a Vendor to see if EDI is a possibility based upon the unit volume done with that Vendor. Vendors that are unable to comply with the requested EDI partnership with Von Maur will be given a reasonable amount of time to comply before offset expenses are assessed.

Von Maur supports the current industry standards and expects all EDI trading partners to comply with the current Voluntary Interindustry Commerce Standard (VICS), Uniform Code Council (UCC), Electronic Data Interchange (EDI), and Universal Product Code (UPC) standards.

Transmission costs are shared between Von Maur and our trading partners on a 50/50 split. Von Maur pays the cost of receiving your documents from the INOVIS network and sending our documents to the network. Trading partners pay the cost of sending their documents to their third party network and receiving Von Maur documents from the INOVIS network.

Trading partners should use INOVIS as the VAN for transmission of documents. If the trading partner is not capable of using INOVIS, contact our EDI Coordinator for inter-connect options.

### **Von Maur can receive the following documents:**

214	Trailer Manifest	810	Invoice
832	UPC catalog data from vendor or INOVIS	855	Inbound purchase order
856	Advance ship notice (ASN)	997	Functional Acknowledgment

### **Von Maur can send the following EDI documents:**

850	Outbound purchase order	997	Functional acknowledgment
852	Product Activity Data (weekly sales and semi annual on hand information)		

Mapping information is available by clicking on this link to our website <http://www.vonmaur.com/Default.aspx?PageId=561&nt=9>. Von Maur will only process documents that meet the mapping specifications.

### **EDI Testing/General Information**

Access to your UPC catalog is a prerequisite to testing any EDI transaction.

All trading partners must be capable of receiving an 850 Purchase Order or sending an 855 (Vendor generated) Purchase Order. Trading partners must be capable of sending accurate carton level advanced ship notice (ASN)/manifest. Our policy is to test the 850 and 856 transactions simultaneously. We will not allow the transmission of any Purchase Orders via EDI until the 856 transaction is in production. Use the "scan and pack" method to create your ASN.

Functional acknowledgments (997) must be provided within two business days from receipt of each 850 PO transmission received from Von Maur. We will provide a functional acknowledgment (997) within two business days from receipt of each 856 ASN transmission from our trading partners. Von Maur

must receive your ASN at least 48 hours before the merchandise arrives at our DC.

If you request to receive selling information via the 852 Product Activity Data transaction, we will no longer provide manual selling information such as printed reports, faxed/emailed information, or phoned in sales. A \$25 offset expense will be assessed for each request for manual selling information.

The Bill of Lading must conform to the VICS standard of a 17-digit number.

### **UPC Requirements**

The UPC is the essential component of EDI and is utilized in the transmission of all EDI documents. Following these steps will ensure that your company is positioned for a successful partnership at Von Maur. Once an EDI partnership is established and EDI Documents are traded, the following steps will be mandated and offset expenses may be assessed for noncompliance:

- Provide accurate UPC data via Quick Response Services Catalog (INOVIS). The UPC catalog must include a minimum of UPC, product ID, unique product description, NRF color and size codes, color and size description, and selection code. If your merchandise is sized, please include this on the UPC ticket. The color-to-size bar code is optional.
- Assign a unique UPC number at the product ID/color (if product has a color)/size (if the product is sized) level to all merchandise. This includes all special cuttings, membership pieces, fabrics, and accessory items that are sold by the Vendor.
- UPCs must be located on every item, regardless of how it is packaged. Our systems are not equipped to utilize pre-pack UPCs. EACH = UPC = CONSUMER SELLING UNIT.
- Ensure that the product ID/color/size on the INOVIS catalog matches the information issued on all other materials including buyer catalogs, shipping information and merchandise tickets.
- Access to your UPCs must be available in INOVIS before product offering. UPCs must be available in the INOVIS catalog for the Buyer to generate an EDI Purchase Order.
- Once UPCs have been assigned and made available to us via INOVIS, **UPC related information must not be altered.**
- The industry standard requires a waiting period of 30 months for fashion merchandise and 48 months for non-fashion merchandise; we recommended that UPCs or Product IDs not be re-used.
- Gift with Purchase (GWP) and Purchase with Purchase (PWP) must be assigned and ticketed with UPC codes. These UPCs must be included in the UPC catalog, as well as in all EDI documents.

### **Packaging Instructions**

To expedite merchandise through the Distribution Center, please follow these listed guidelines. Merchandise not shipped to these specifications can experience delays in processing and loss of time on the selling floor, along with incurring offset expenses.

- Vendors must pack merchandise in shippable cartons (min 175 lb test.)
- Maximum carton size = 21" wide x 30" long x 18" high. Maximum weight not to exceed 50 pounds. Offset expenses will be applied for violation of carton size or weight, as cartons are unable to move on the conveyor system.

- Minimum carton size = 9" wide x 12" long x 3" high. **Cartons smaller than the minimum allowed size must be Master Packed (see below instructions.)**
- Do not place metal bands or straps on the cartons or wrap cartons in burlap or plastic.
- Cartons must contain merchandise for only one Purchase Order (and one store, if pre-distributed.) They must be packed in compliance with the floor ready standards and according to the Purchase Order specifications (see appendix B.)
- All shipments must arrive **in cartons** by store, unless authorization by the [Distribution Center Manager](#) has been obtained.
- Pack merchandise in such a manner as to prevent concealed loss or damage in transit.
- Concealed damages or shortages, where there is no visible damage or tampering with the package, will be charged back to the Vendor.
- Custom/special orders should be labeled "SPECIAL ORDER" on the outside of the carton.
- Do not seed hangers in the shipping carton. Merchandise requiring hangers must have hangers inserted into the garment itself.
- All carton information needs to be on the side of the cartons, not the top or bottom, with the exception of Master Packs.
- If individual cartons are small enough to consolidate into a Master Pack (0-10 lbs) and there is more than one carton per PO, please follow the below instructions regarding Master Packs.

#### **Master Packs**

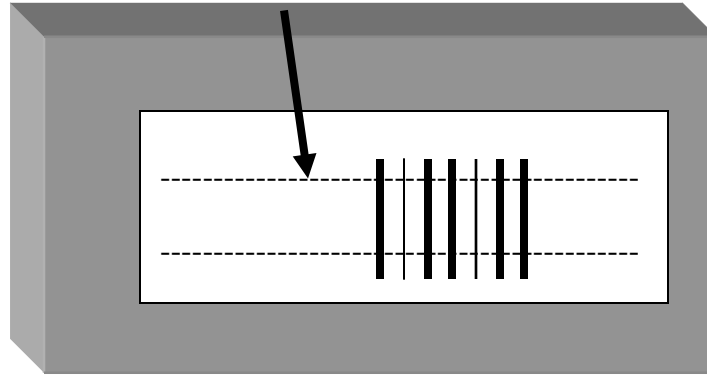
- a. One Purchase Order per Master Pack (MP). There is no limit to the number of inner cartons per MP, as long as the MP carton weighs less than 50 lbs, and measures less than 130" in length and girth. The number of cartons labeled MP should not exceed 20.
  1. Master Pack exterior carton labeling requirements
    - From: Vendor Name and Address
    - Ship to: Von Maur  
6565 Brady St  
Davenport, IA 52806
    - Carrier information (BOL & PRO # if available)
    - 6 digit Purchase Order number, 3 digit Department number
    - **Mark the outside of each master carton "Master Pack"**
- b. Pack the inner contents in a carton, by store.
  1. Master Pack UCC 128 inner carton labeling requirements\*
    - 6 digit Purchase Order number, 3 digit Department number
    - Store number and/or abbreviation
    - Serial shipping container code (Barcode & human readable)

*\*Information may be on the side of the cartons or the top or bottom due to the small inner-carton size*

**UCC Carton Label/Information Placement Requirements for EDI Purchase Orders**

Each carton must have a legible or scannable, easy to read label on the side of the carton. All UCC-128 labels must go on the side of the carton.

**No Barcodes on top of cartons. Barcodes should be placed on side only.**





- All cartons must be shipped with the UCC-128 carton labeling. See next page for carton label requirements, and an example of a proper UCC-128 label.
- Every UCC-128 number you generate must be unique. UCC-128 numbers should not be re-used for 1 year.
- All cartons should be of size to place UCC labels on the side of the carton.
  - If the carton is too small for the entire UCC 128 label, please ensure the scannable barcode is on the side only. No barcodes should be on top of the carton.
- Label should never be closer than 1.90 inches from the top or bottom of the carton, and should never be closer than 1.38 inches from the leading or trailing edge on the longest, flattest side of the carton.

**EDI UCC-128 Required Label Information**

All information/labels must be on the side of the carton. The PO #, Dept # and Store # must be permanently affixed or written on EACH carton. Each UCC 128 Shipping Label must have:

**UCC 128 Shipping Label**  
4x6

FROM: FINELINE TECHNOLOGIES 157 TECHNOLOGY PKWY STE. 700 NORCROSS, GA 30092	TO: VON MAUR DISTRIBUTION CTR. 6565 BRADY STREET DAVENPORT, IOWA 52806
SHIP TO POSTAL CODE: (420) 52806 	CARRIER: FEDEX FREIGHT ECONOMY
PO#: 596101 DEPT. # 456	CASE QTY: 3
SSSC-18 (00) 0 0686763 200005081 6 	STORE #: 0014

1. From Vendor name and address
2. Ship to:  
Von Maur  
6565 Brady St  
Davenport, IA 52806
3. Ship to Postal Code
4. Carrier information (Bill of Lading & PRO # if available)
5. 6-digit Purchase Order number, Case Quantity (# of units), 3-digit Department #
6. Mark for name and store #
7. Serial shipping container code (Barcode & human readable)

To initiate an EDI trading partnership, complete this form and return by fax to the Von Maur EDI Coordinator at (563) 468-4111. The EDI Coordinator may also be reached at (563) 388-2284 or [edicoord@vonmaur.com](mailto:edicoord@vonmaur.com)

Mapping information will be provided upon approval of the Trading Partner Information Sheet.

**EDI Trading Partner Information Sheet**

Trading Partner Name: \_\_\_\_\_

**EDI Contact**

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Fax: \_\_\_\_\_  
 E-mail \_\_\_\_\_

**Network**

**EDI Provider**

**UPC Provider**

Name \_\_\_\_\_  
 Qualifier/ID \_\_\_\_\_

Name \_\_\_\_\_  
 INOVIS Vendor # \_\_\_\_\_

Versions supported \_\_\_\_\_

**Transaction Sets Supported (please circle)**

810*	Invoice	857	Shipment Billing Notice
820	Payment Order	860	P.O. Change Request
830	Planning Schedule	867	Product Transfer and Resale
832*	Price Sales Catalog	869	Order Status Inquiry
846	Inventory Advice	870	Order Status Report
850*	Purchase Order	997*	Functional Acknowledgment
852*	Product Activity Data	<b>Other</b>	
855*	P.O. Acknowledgment	_____	_____
856*	Ship Notice/Manifest	_____	_____

\*Currently supported transaction sets by Von Maur, Inc.

Date to begin testing: \_\_\_\_\_ Approximate testing period \_\_\_\_\_

Do you have the capability to ticket with MSRP? \_\_\_\_\_

OR

Our retail price if retail is included in the 850 transmission? \_\_\_\_\_

Is there a charge for this service? \_\_\_\_\_

Would you like to see the style # on the EDI transmission? \_\_\_\_\_

Do you follow the VICS hanger guidelines? \_\_\_\_\_

Do you have a Von Maur PO# in your system that would help us identify our internal vendor number for your company? PO# \_\_\_\_\_

## **IX. NON-EDI VENDORS**

Because Von Maur carries a variety of specialty merchandise, all Vendors are not required to be EDI compliant. If your company is able to become an EDI Partner, contact the EDI Coordinator at 563-388-2284 or [edicoord@vonmaur.com](mailto:edicoord@vonmaur.com).

### **Packaging Instructions**

To expedite merchandise through the Distribution Center, please follow these listed guidelines. Merchandise not shipped to these specifications can experience delays in processing and loss of time on the selling floor, along with incurring offset expenses.

- Vendors must pack merchandise in shippable cartons (min 175 lb test.)
- Maximum carton size = 21" wide x 30" long x 18" high. Maximum weight not to exceed 50 pounds. Offset expenses will be applied for violation of carton size or weight, as cartons are unable to move on the conveyor system.
- Minimum carton size = 9" wide x 12" long x 3" high. **Cartons smaller than the minimum allowed size must be Master Packed (see below instructions.)**
- Do not place metal bands or straps on the cartons or wrap cartons in burlap or plastic.
- Cartons must contain merchandise for only one Purchase Order (and one store, if pre-distributed.) They must be packed in compliance with the floor ready standards and according to the Purchase Order specifications (see appendix B.)
- All shipments must arrive **in cartons** by store, unless authorization by the Buyer has been obtained.
- Pack merchandise in such a manner as to prevent concealed loss or damage in transit.
- Concealed damages or shortages, where there is no visible damage or tampering with the package, will be charged back to the Vendor.
- Custom or special orders should be labeled on the outside of the carton with the words "SPECIAL ORDER."
- Do not seed hangers in the shipping carton. Merchandise requiring hangers must have hangers inserted into the garment itself.
- All carton information needs to be on the side of the cartons, not the top or bottom, with the exception of Master Packs. **Do not put ANY barcodes on the top of cartons (i.e. shipping labels.)**
- If individual cartons are small enough to consolidate into a Master Pack (0 to 10 lbs) and there is more than one carton per Purchase Order, please follow the instructions regarding Master Packs.

## Master Packs

- a. One Purchase Order per Master Pack (MP.) There is no limit to the number of cartons per MP, as long as the MP carton weighs less than 50 lbs, and measures less than 130" in length and girth. The number of cartons labeled MP should not exceed 20.
  1. Master Pack exterior carton labeling requirements
    - From: Vendor Name and Address
    - Ship to: Von Maur  
6565 Brady St  
Davenport, IA 52806
  
    - Carrier information (BOL & PRO # if available)
    - 6 digit Purchase Order number, 3 digit Department number
    - **Mark the outside of each master carton "Master Pack"**
- b. Pack the inner contents in a carton, by store.
  1. Master Pack inner carton labeling requirements\*
    - 6 digit Purchase Order number, 3 digit Department number
    - Store number and/or abbreviation

*\*Information may be on the side of the cartons or the top or bottom due to the small inner-carton size*

## Packing Slips

**Packing slips (PS) must be provided for each Non-EDI Purchase Order.** Create one PS containing information for each store or create a separate PS for each store. If one PS is generated, it must include a detailed by-store breakdown. All PS, whether there is just one or there are multiple, need to be placed in a removable pouch on the outside of the lead carton for each Purchase Order. Do not put a PS on individual cartons. PS placed on individual cartons take longer to process, as the Receiving Department must take the slips off each box.

- All packing slips must be in a removable pouch on the OUTSIDE of the lead carton.
- DO NOT place packing slips inside the carton.
- Include this information:
  1. Vendor Name and Address
  2. Von Maur  
6565 Brady Street,  
Davenport, IA 52806
  3. Purchase Order number
  4. Store number and/or abbreviation
  5. Style, color, size by store
  6. Total units by store
  7. Merchandise description on packing slip

**Carton Identification/Label Requirements for Non-EDI Vendors**

Each carton must have a legible, easy to read label on the side of the carton. NO BARCODES ON THE TOP OF CARTONS.

All information / labels must be on the side of the carton. The PO #, Dept # and Store # must be permanently affixed or written on EACH carton. The Shipping Label must have:

1. From: Vendor name and address
2. Ship to: Von Maur  
6565 Brady St  
Davenport, IA 52806
3. Carrier information (Bill of Lading & PRO # if available)
4. 6-digit Purchase Order number
5. Case Quantity (# of units)
6. 3-digit Department number
7. Mark for name and store #

## X. VON MAUR CONTACT LIST

DISTRIBUTION CENTER	PHONE NUMBERS AND E-MAIL ADDRESSES	FAX NUMBERS
Von Maur Center	Main Switchboard (563) 388-2200 generaloffices@vonmaur.com	(563) 388-2242
Logistics Manager	<b>Lisa Nelson</b> (563) 388-2260 logismgr@vonmaur.com	(563) 388-2242
Distribution Center Manager	<b>Cathy Rockwell</b> (563) 388-2224 oprMgr@vonmaur.com	(563) 468-4111
Assistant Distribution Center Manager	<b>Holly Sutton</b> (563) 445-7004 oprMgr2@vonmaur.com	(563) 468-4111
Receiving Clerk	<b>Dee Denney</b> (563) 388-2200 ext 3368 dcrec2@vonmaur.com	(563) 468-4111
Accounts Payable	<b>Jan Black</b> 563-388-2276 apuser08@vonmaur.com <b>Kelli Herald</b> 563-388-2227 corr227@vonmaur.com	(563) 388-2242  (563) 388-2242
EDI Coordinator	<b>Shelley Babcock</b> (563) 388-2284 edicoord@vonmaur.com	(563) 468-4111
Vendor Return	<b>Vendor Return Department</b> (563) 445-7008 rtv@vonmaur.com	(563) 388-2242

*To update shipping and return addresses, email Vendor Return at [rtv@vonmaur.com](mailto:rtv@vonmaur.com). To update the Accounts Payable address, email Jan Black at [apuser08@vonmaur.com](mailto:apuser08@vonmaur.com) and Kelli Herald at [corr227@vonmaur.com](mailto:corr227@vonmaur.com).*

In order to minimize freight charges and maximize merchandise receiving and processing efficiency, Von Maur requires that you honor the Compliance Guide, which may be viewed or printed at <http://www.vonmaur.com>. These requirements apply to all shipments regardless of whether they are prepaid or collect. Failure to follow these instructions will cause additional freight expense and unacceptable delays in transit time, resulting in your company being charged the total freight charge plus an offset expense. Multiple issues on a shipment will result in multiple offset charges.

The Logistics Manager, Distribution Center Manager and Von Maur Buyer are the only sources authorized to grant exceptions or clarify instructions to these Compliance requirements. Instructions received from any source other than the above, which differ from the Compliance Guide, are not valid, and will not be honored. A Buyer/Vendor Freight Negotiation form must be completed when deviation from the Compliance Guide is approved. Chargeback's will be issued to the Vendor if there is deviation from these instructions without proper authorization.

**Buyer / Vendor Freight Negotiation Form**

Date:

Vendor Name:

Vendor Number:

Department Number & Buyer Name:

Purchase Order #:

Type Of Freight (i.e.: Handbags):

Vendor Freight Amount Or %:

Von Maur Freight Amount Or %:

Vendor Contact:

<p>TO BE COMPLETED BY THE VENDOR:</p> <p>Carrier Chosen:</p> <p>Carton Count:</p> <p>Shipping From Zip Code:</p> <p>VENDOR SIGNATURE*: _____</p>
--

VON MAUR BUYER SIGNATURE\*: \_\_\_\_\_

VON MAUR LOGISTICS MANAGER\*: \_\_\_\_\_

COMMENTS:

Please sign and fax back the information requested on this form to the attention of the appropriate Buyer at 563-388-2242.

The signing of this form using an electronic method voids the agreement. This form should only be used when deviating from the Compliance Guide.

### **TERMS AND CONDITIONS OF PURCHASE ORDER**

These terms and conditions apply to all Purchase Orders issued by Von Maur.

- Verify the accuracy of all Purchase Order details including ship and cancel dates, payment terms, product detail and pricing information. Do not ship merchandise until you verify that all discrepancies on the PO have been corrected through a written confirmation. By shipping merchandise, you agree to the terms and conditions of the sale as stated on our Purchase Order and Compliance Guide.
- Von Maur reserves the right to keep, refuse and/or return, in whole or in part, any goods which deviate from the Purchase Order agreement including unauthorized product substitutions, early shipments, past cancel shipments, defective, substandard, unsalable, over shipments, duplicate shipments, invalid orders, canceled orders, or failure to complete the Purchase Order. Any shipments that deviate from the Purchase Order agreement will be shipped back to the Vendor solely at the Vendor's expense and risk without a return authorization. Any returned shipments refused by the vendor will be abandoned to the carrier for salvage. In addition, an offset expense will be assessed and the vendor will pay for all inbound and outbound freight. Offset expenses for Purchase Order deviations will not be reversed. It is imperative to verify all Purchase Orders for accuracy before shipping.
- Von Maur reserves the right to deduct all freight charges accruing from back orders, or from not following Compliance Guide instructions on the Purchase Order. In addition, Von Maur reserves the right to charge back a reasonable fee for any expenses including handling on shipments sent or billed not in accordance with the Purchase Order and Compliance Guide instructions.
- Seller agrees to indemnify, defend and hold Von Maur, Inc. harmless against any and all claims, liability or damages relating to (i) patent, trademark or copyright infringements; (ii) the requirements of proper labeling in accordance with, but not limited to, the Federal Fair Packaging and Labeling Act, the Textile Fiber Products Identification Act, the Flammable Products Labeling Act and Hazardous Substance Labeling Requirements; and (iii) product liability.
- Merchandise not up to specifications will be returned at the Vendor's expense for transportation both ways plus handling charges on amount of invoice.
- All goods not fully up to sample, or standard, or shipped contrary to instructions, may be returned at any time.
- The only valid Purchase Orders are EDI or a faxed/mailed hard copy that includes a 6-digit PO number. Do not accept phone orders, verbal commitments or worksheet orders as order commitments.
- When order is detailed by style, size and color, pack and invoice as detailed.
- Include merchandise for only one department per carton, and prepare separate invoice for each order and each shipment.
- If Purchase Order changes are required, request for the Buyer to retransmit the order via EDI or provide a hard copy of the revised Purchase Order. Do not accept handwritten notes or verbal agreements for order changes.
- Applicable Purchase Order number, department number, and your company name must appear on every carton of each shipment.
- If Packing slips are required, place on outside of lead carton in a removable pouch.
- All E.O.M. invoices for goods shipped on and after the 25<sup>th</sup> day of the current month shall be dated as of the following month with the usual terms. Payment dates are based on receipt of merchandise or receipt of invoice, whichever date is later.
- Please review the complete list of offset expenses in section VII of this Compliance Guide that may be issued because of Purchase Order deviations.

## STORE LISTING

All shipments must be shipped to the Von Maur Distribution Center at with the specific store name, abbreviation or number indicated on the Shipping Label, Carton, and Packing Slip.

**VMC - Distribution Center**  
**6565 Brady Street**  
**Davenport, IA 52806**

<u>Store #</u>	<u>Store Initials</u>	<u>Store Name/Location</u>
01	VMC	Bulk Order/ <b>Not by store shipment</b>
02	CH	College Hills/Normal, IL
03	CS	College Square/Cedar Falls, IA
04	HP	Hickory Point/Forsyth, IL
06	VW	Valley West/Des Moines, IA
08	SP	Southpark/Moline, IL
10	NP	Northpark/Davenport, IA
11	IC	Iowa City/Iowa City, IA
12	LD	Lindale/Cedar Rapids, IA
14	YT	Yorktown/Lombard, IL
15	WR	Westroads/Omaha, NE
16	CT	Castleton Square/Indianapolis, IN
17	GW	Greenwood Park/Greenwood, IN
18	PV	South Pointe Pavilions/Lincoln, NE
19	EP	Eden Prairie/Eden Prairie, MN
20	JP	Jefferson Pointe/Ft. Wayne, IN
21	SC	St. Charles/St. Charles, IL
22	TE	Towne East/Wichita, KS
23	GV	Glenview/Glenview, IL
24	BW	Briarwood/Ann Arbor, MI
25	LP	Laurel Park/Livonia, MI
26	OX	Oxmoor/Louisville, KY
27	PF	Polaris Fashion/Columbus, OH
28	CP	Corbin Park/Overland Park, KS
29	TG	Greene Towne/Beavercreek, OH
30	TM	The Meadows/Lake St. Louis, MO
31**	AL	<i>North Point Mall/Alpharetta, GA</i>
50	D1	Dry Goods Fox Valley/Aurora, IL
1002**	D2	<i>Dry Goods Woodfield Mall/Schaumburg, IL</i>
1003**	D3	<i>Dry Goods West Towne/Madison, WI</i>
1004**	D4	<i>Dry Goods/TBA</i>
59*	EC	E-Commerce/Davenport, IA
60	WH	Von Maur Warehouse/Davenport, IA

\*Store #59, E-Commerce operates as its own store, and must be treated as such when fulfilling orders.

\*\*Opening Fall 2011

### Volume Load Request Form

Only for use if shipment qualifies as a Volume Load in Section V

- Upon completion, please email ([logismgr@vonmaur.com](mailto:logismgr@vonmaur.com)) or fax form attention *Logistics Manager (563) 388-2242*.
- This form **MUST** be completed before routing will be issued.
- Volume shipments will not be picked up the same day they are requested.
- Volume shipments must be requested at least **three** business days before the cancel date.
- Von Maur does not pay any custom fees, service fees, value added taxes, or ancillary service fees.

**VENDOR INFORMATION**

<b>Vendor Name:</b> Pick-up Address:  Today's Date: Date PO Ready for Pick-up: Vendor Shipping Hours: Vendor Contact Name: Contact Phone: Contact Email:	<b>Von Maur Use Only:</b> Date of Notification: Via: email      phone      fax  Carrier: Rate: LH\$                      FSC\$                      Total\$ Miles: Pick-up Date: Drop-off Date: Drop/Live Unload      Quote ID#
--	--

**SHIPMENT DETAILS:**

**Total Shipment**

**Cartons:**                      **Weight (lbs):**                      **Special Instructions (note if temperature sensitive):**  
**Cubic Feet:**                      **Pallets\*:**  
***Freight Class:***                      **Loaded pallet height:**

\*Pallets must have the ability to be unloaded with a pallet jack.

**List Purchase Order Details:**

P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	
P.O. #		Start Ship:		Cancel Date:		Cartons:		Weight:	