



Macy's Vendor Direct-to-Consumer Standards Manual

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Macy's Vendor Direct-to-Consumer

Overview

Macy's, Inc. and its affiliated companies ("Macy's") have established an **EDI-based Vendor Direct-to-Consumer program** with our vendors in order to increase sales, improve consumer satisfaction and increase efficiencies for both Macy's and the vendor. The Macy's EDI **Vendor Direct** program is based on the VICS "Direct to Consumer Guidelines" dated January 2001, available at www.vics.org. If you are interested in the Macy's Vendor Direct Program, please contact the Vendor Direct program director at (212) 704-1625 to begin the setup process.

Macy's Vendor Direct-to-Consumer program (V2C) **provides consumers with a vast number of products not normally carried by Macy's/Bloomingdale's stores or their online stores** (such as odd sizes, unique colors, secondary assortments). V2C permits consumers to make purchases through **Point of Sale (POS) terminals** in a store, **kiosk device**, or **on-line** at Macys.com, Bloomingdales.com, MacysWeddingChannel.com, or BloomingdalesWeddingChannel.com.

Once a consumer order is taken, an **EDI purchase order** will be generated and sent to the vendor to be fulfilled. The vendor must then ship the product to the consumer within two (2) business days (unless otherwise approved by V2C program director at (212) 704-1625) and provide Macy's with an **EDI ASN** (Advance Shipment Notification) indicating the shipment has been made to the consumer. To complete a transaction, the vendor must submit an **EDI invoice** to Macy's for payment.

General Vendor Requirements

In addition to these Vendor Direct Standards, all Macy's Vendor Direct purchases also are governed by Macy's purchase order documentation, including the General Terms and Conditions of Purchase Orders and the Macy's Vendor Standards, all as posted at www.macysnet.com/VS/standards/VendorStandards. The information below outlines Vendor requirements to participate in the V2C program:

Vendor EDI Requirements

- ❑ U.P.C. or EAN catalog data must be provided electronically via Inovia Catalogue™ (Macy's preferred method) or by an EDI 832 document transmitted directly to Macy's Contact INOVIS at (877) 446-6847 to set up an Inovia Catalogue™ account, or for the direct EDI 832, call Macy's EDI Support Department at (678) 474-3595.
- ❑ Receive VICS **EDI 850 Purchase Orders with Vendor Direct (to consumer) Orders** utilizing mapping version 4010 or higher. Mapping guide for this document may be accessed via the following link: http://www.macysnet.com/EDI/pdf/4050/VD_4050-850.pdf
- ❑ EDI 850 documents will be transmitted multiple times throughout the day, which vendors must be capable of retrieving at regular intervals during normal business hours. Any variance in the vendor's EDI 850 purchase order pickup schedule must be approved by the Vendor Direct Office.

- Transmit VICS **EDI 856 Advance Ship Notice** (ASN) utilizing mapping version 4010 or higher. Mapping guide for this document may be accessed via the following link: http://www.macysnet.com/EDI/pdf/4050/856_4050.pdf
- EDI 856 documents must be transmitted the same business day that the order ships.
- EDI documents for Vendor Direct orders must always be transmitted to the Macy's "HotBox" The COMM-ID for the "HotBox" is 08 - 6113310288. Note that this ID is for 856 documents only.
- EDI 856 documents must contain carrier tracking information, transmitted in the document's BOL field.
- Transmit VICS **EDI 810 invoice** utilizing mapping version 4010 or higher. Mapping guide for this document may be accessed via the following link: http://www.macysnet.com/EDI/pdf/4050/VD_4050-810.pdf
- EDI 810 documents must contain the carrier's 4-character SCAC code.
- EDI 856 documents must contain the carrier's 4-character SCAC code.
- Charges for Value Added Services must be added to the EDI 810 document.
- Transmit VICS **EDI 846 Inbound - Inventory Advice** utilizing mapping version 4010 or higher. Mapping guide for this document may be accessed via the following link: http://www.macysnet.com/EDI/pdf/4050/VD_4050-846.pdf
- EDI 846 documents will be transmitted on a schedule approved by the Vendor Direct Operations office at (770) 908-3562
- Receive VICS **EDI 820 Remittance Advise** utilizing version 4010 or higher. Mapping guide for this document may be accessed via the following link: http://www.macysnet.com/EDI/pdf/4050/820_4050.pdf
- Transmit EDI 997 Functional Acknowledgement document. Mapping guide for this document may be accessed via the following link: http://www.macysnet.com/EDI/pdf/4050/997_4050.pdf
- For mapping detail on any of these documents, visit <http://www.macysnet.com/Edi>. Vendor Direct orders are subject to Macy's Expense Offset Policy detailed at <http://www.macysnet.com/VS/standards/VendorStandards>. Charges specific to Vendor Direct are listed under "TECHNOLOGY EXPENSE OFFSETS" section of the Macy's Vendor Standards Manual.

Shipping Requirements

- UPS Third-Party Billing (pre-paid freight) using Macy's shipper number is the standard. Any other method of shipping requires prior approval from Macy's Vendor Direct program director, (212) 704-1625. *In the unusual event that UPS charges the vendor an additional amount beyond the amount pre-paid by Macy's, the accessorial freight charge may be included on the vendor 810 invoice.* Setup instructions for the Macy's V2C UPS 3rd Party Billing program may be accessed via the following link:

<http://macysnet.com/VS/standards/VD/3rdPartyShippingSetupInstructions.pdf>

NOTE – each vendor must be assigned a unique UPS shipper account number to be used for all Macy's V2C shipments. **Disregard and do not use any UPS accounts listed in Macy's Routing Guide, as these accounts refer only to inbound warehouse orders.**

- Under certain circumstances, the Vendor Direct business manager may authorize the vendor to use a carrier other than UPS. If approved, applicable freight charges and fees must be separately stated and included on the EDI 810 invoice for the actual amount. Do not send a bulk invoice for freight for multiple shipments. For more information referencing the billing of freight charges, visit <http://www.macysnet.com/edi> for 810 mapping information. To discuss freight options, contact the Vendor Direct program director at (212) 704-1625.
- Vendor must be able to ship to all U.S. Military Addresses, P.O. Boxes, Hawaii, Alaska, Puerto Rico, Guam and other U.S. Territories. Alternate carriers (i.e. United States Postal Service) can be used for these shipments. The Vendor Direct operations manager at (770) 908-3562 must approve any exceptions in advance. Whether using Macy's UPS shipping account or vendor's own shipping account, vendors may charge for freight and approved handling charges on the initial shipment **only**. Subsequent shipments to complete the order must be done at the vendor's expense. Whether using the Macy's UPS shipping account or vendor's own shipping account, vendor will be the shipper of record. All problems and issues regarding shipping/delivery must be resolved by the vendor. Any shipments that are misrouted due to vendor error must be resolved at the vendor's expense.

Other Vendor Requirements

- Review, sign, and return the Macy's Vendor Direct Trading Agreement, which will be provided during initial contacts with our representative to the Vendor Direct program director via Fax at (212) 704-1790.
- Ship the product to the consumer **complete within 2 business days** (unless otherwise specified) of receiving the EDI 850 Purchase Order.
- No product substitutions permitted.
- Vendor Direct Operations Office, (770) 908-3562, must be notified when product will not ship within the required 2 business days, regardless of reason. Notification must be made in writing (via email) within one business day of receiving the EDI 850.
- If the Vendor Direct Operations Office makes an inquiry about an order that is overdue or in jeopardy of becoming overdue, the vendor must respond to the inquiry within 24 hours.

- ❑ A branded packing list must be included with all Vendor Direct shipments. Required elements for this packing list can be found on the “**EDI 850 with Vendor Direct (to consumer) orders**” mapping guide (link listed above in the EDI requirements section). This packing list may also be generated via Inovis, Macy’s authorized provider of EDI solutions, for a nominal charge.
- ❑ Vendor must **use the Macy’s reservation number** as a reference in its delivery system. This number is used to assist with shipment tracking.
- ❑ Price changes should be scheduled in as far in advance as possible, and should be submitted to the appropriate Macy’s/Bloomingtondale’s buyer, and the Vendor Direct Operations Office. Price change requests must be submitted in an electronic format (Excel or CSV file), and must include product UPCs, along with current and new pricings, and effective date. Vendor must allow a minimum of 5 business days for price change information to be updated within Macy’s pricing systems. Any orders with the former pricing will need to be honored for a period of 2 business days after the effective date.
- ❑ Vendors in the Vendor Direct-to-Consumer program are reviewed monthly against Federal Trade Commission (FTC) performance benchmarks. Vendors falling below the FTC standard are subject to review and corrective action including probation and/or termination from the Vendor Direct program.

Daily Alerts and Notifications

- ❑ Vendors will receive automated email alerts/notifications when key EDI responses have not occurred within their expected time windows. These alerts will include, but are not limited to, EDI 997 Functional Acknowledgements and EDI 856 ASNs. Vendor must respond to alerts by noon on the next business day by ensuring that orders have shipped and EDI responses have been transmitted and calling the Vendor Direct Operations Office at (770) 908-3562 to confirm or notify if shipment will be late.

Claims and Returns

- ❑ If UPS deems an **order undeliverable**, the vendor must immediately contact the Vendor Direct Operations Office at (770) 908-3562 or via fax at (770) 908-3557 for ship-to address verification. Vendor is responsible for providing **Proof of Delivery to the Vendor Direct Operations Office** at (770) 908-3562 or via fax at (770) 908-3557 at the request of the Vendor Direct Operations Office **within 24 hours of the request**.
- ❑ If Proof of Delivery is not provided, the vendor must **replace the merchandise** at no cost to Macy’s or the consumer. If this condition is not met, Macy’s will issue an expense offset to the vendor. A vendor may not use the Macy’s shipper number to ship replacement merchandise.
- ❑ If a consumer contacts Macy’s Consumer Service stating they were **short shipped** against the packing list, the Vendor Direct Operations Office will contact the vendor requesting that the item(s) be shipped to the consumer immediately.

- If a consumer contacts Macy's Customer Service department stating that they received the **wrong merchandise** (not the items they ordered), a call tag must be issued by the vendor (**within 48 hours of the consumer's complaint**) to reclaim the merchandise. Macy's will charge back the vendor for the merchandise incorrectly shipped, credit the consumer, and reorder the correct merchandise. The vendor may not use the Macy's shipper number (see section on 3rd Party Billing) to reclaim and ship the correct merchandise.
- If a consumer contacts Macy's Consumer Service stating that the merchandise received is **damaged or defective**, the vendor will be contacted to provide a replacement item at no cost. The vendor may not use the Macy's shipper number (see section on 3rd Party Billing) number to ship the replacement item.
- Macy's requires its Vendor Direct vendors to accept consumer returns for unwanted merchandise in saleable condition. Any changes or exclusions to return policies and procedures will be negotiated and agreed upon between the vendor, Macy's merchant team, and the Vendor Direct program director. Vendor Direct Operations Office must be notified at (770) 908-3562 or via fax at (770) 908-3557 of any consumer returns within 2 business days.

Package Enclosure (Packing List)

- All Vendor Direct-to-Consumer orders must have a Macy's or Bloomingdale's logo packing list enclosed within each carton that ship to our consumers. If vendor is unable to produce the packing list from the data transmitted in the 850 purchase order, they may opt to sign up for the Inovis service which generates a branded packing list for each order. A sample of the branded packing list is provided below.

