



June 7, 2019

Macy's/Bloomingdale's Vendor Services is excited to announce the introduction of 2 new services that will enable our vendor partners to manage accounts more efficiently.

- No more submitting APForms inquiries for images of certain expense offset transactions! Simply enter the document number through the existing Chargebacks and RTVs Activity functionality on Macysnet.com. The images will now appear below the text detail.
  - Note that this functionality is available for all expense offsets where an image is applicable, e.g. Unusable GS1 128 label, but No/Late ASN and Unordered Merchandise transactions will not contain images.
  - Once images are retrieved and reviewed, any requests for additional information or disputes should be submitted via APForms. Remember, you may submit one inquiry for multiple transactions for the same expense offset type by attaching a file with a listing of document numbers and images (if applicable).
  
- Do you have a general question, such as: Where to find our [New Vendor Onboarding](#) guide? How to submit an APForm? How to register for Macysnet? Our Ask An Analyst line, 513-782-1401, is open for general questions from 1:00 – 4:00 p.m. EST, Monday – Friday.
  - Detailed questions for specific transactions should be submitted via APForms.
  - Questions regarding inquiries after submitting an APForms inquiry or specific transaction questions should be addressed by leaving a voice mail for your [Account Analyst](#).