



Timely processing of merchandise in our Distribution Centers is critical to the availability of merchandise for sale. When an EDI Advanced Ship Notice (ASN) is not available or has errors for an incoming shipment, Macy's extended EDI team initiates an email to the vendor's EDI contact. The email will come from ASNGroup@macys.com. When a response is not received to the email, the Macy's EDI team will call the vendor EDI contact. Please note that this phone contact is made during standard business hours and will come from Macy's extended EDI team. The calls will come from 513-782-1222. Please ensure that these calls are accepted so that ASN issues may be resolved on a timely basis.