



Macy's and Bloomingdale's VDF Vendor:

As we look ahead to the upcoming peak season, we wanted to reach out to our strategic VDF partners to ensure we are making the most of our sales opportunities while delivering a best-in-class experience to our customer.

To help ensure this success, we've put together a list of Holiday expectations of our VDF business partners. There's a good likelihood that you are already following these practices, but please let us know of any concerns about the expectations below by reaching out to [Macys\\_V2C\\_Ops@macys.com](mailto:Macys_V2C_Ops@macys.com). Please ensure your contacts are up to date in CommerceHub and/or Macysnet.com.

### **Inventory Updates and Order Cancellations**

- A full assortment feed (EDI 846) should be sent only once each business day (Monday-Friday).
- Additional inventory updates should be sent throughout the day, as needed, for deltas only (out-of-stocks or restocks).
- Be mindful of the available quantities that are provided on your daily feed, in particular, for high velocity products.
- Do not send more units of a particular item than your team can process within the next 2 business days.
- Timely cancellations are critical during Holiday peak. If you connect to us directly via EDI and need orders cancelled, please email [Macys\\_VDF\\_Cancels@macys.com](mailto:Macys_VDF_Cancels@macys.com). Make sure to include the PO number and line items to cancel when sending. Cancellations must be submitted within 48 hours of initially receiving the PO.

### **Weekend / Holiday processing**

- It is mandatory that Macy's VDF orders are retrieved each processing day. We strongly urge a daily review of the Macy's VDF alerts to review order backlog statuses (Commerce Hub suppliers should review the available dashboards to ensure order compliance). If you're not currently receiving these alerts, please send a request to [Macys\\_V2C\\_Ops@macys.com](mailto:Macys_V2C_Ops@macys.com).
- Extended night and/or weekend operations are expected to ensure orders are processed within the customer promise date.



### **Shipping Reminders**

- Third party shipping is no longer supported for Macy's/Bloomingdale's VDF shipping. UPS Surepost service is required for certain carton weights and destinations. Review our [VDF Supplemental Standards](#) document for further details.
- All VDF orders received with an express shipping option (UPS 2<sup>nd</sup> Day or UPS Next Day), carry a 2 day shipping expectation. It is critical to our customer's experience that those orders receive priority processing.

### **UPS Weekend Pickups**

- Conversations with your local UPS representatives should begin now. Discussions for incremental trailer needs and weekend pickup schedules should be finalized by the first week of November.
- If you are not sure who your UPS representative is, please contact UPS at 800-877-1497. Be prepared to provide your Macy's UPS 3rd Party account number. If you don't have that account number available, please send an email to [Macys\\_V2C\\_Ops@macys.com](mailto:Macys_V2C_Ops@macys.com) with the subject line of "UPS account number inquiry".
- For vendors with qualifying carton volumes, additional trailer pickups may also be requested through the UPS Trailer Reservation System (TRS). Please contact your local UPS Dispatch to register for the TRS system.

### **ASN Processing and PLD transmissions**

- ASNs must be processed throughout the day, once the shipment has been packed and is ready for carrier pick up. This applies to weekend order processing activity as well.
- ASNs for the current processing day must be sent no later than 8PM EST, otherwise the orders could be counted as late.
- ASNs must never be sent prior to the item being picked and packed as this could lead to a negative customer experience.
- ASNs that are held until later will delay customer ship notifications and could potentially erode your critical Ship-on-Time metrics. Holding ASNs will also have a negative effect on sales.
- PLD transmissions must be sent daily for all cartons processed that day.

Thank you.