

Due to current circumstances and the rapidly evolving and unprecedented environment created by the COVID-19 pandemic, all questions related to Vendor Standards must be emailed to vendorstandards@macys.com. Questions may also be addressed with the Ask An Analyst line at 513-782-1401, Monday – Friday from 1-4 p.m. EST. Please note that due to high call volumes, even during this time frame, an analyst may not be available to take your call. Therefore, emails to vendorstandards@macys.com are highly recommended. Responses to all Vendor Standards emails will be processed within one business day. Individual Account Analyst phone lines have been forwarded to the Ask An Analyst line.

Inquiries for specific transactions must be submitted via APForms on Macysnet.com.

Thank you.