

**DILLARD'S
VENDOR ORDERING
MANUAL
FOR ENTERING ORDERS
INTO AVERY DENNISON
HONG KONG B.V.
2018**

I. INTRODUCTION

To facilitate all Dillard's vendors....when it is time to place orders for *Integrated Hang Tags*, *Pocket Flashers*, and *Matchbook Joker Tickets*, Avery Dennison Hong Kong B.V. has developed an easy-to-understand “**DILLARD'S VENDOR ORDERING MANUAL**” in an effort to provide an in-depth explanation of how to place those orders.

With the assistance of this manual... we hope that you will find it much easier to place your orders through Avery Dennison Hong Kong B.V.

II. RESPONSIBILITIES

A. DILLARD'S:

Dillard's is responsible for the development and the approval for all tickets, tags and pressure sensitive labels.

B. VENDORS:

1. Vendors are responsible to complete and send the standard order form for all Dillard's items.
2. All orders must be **emailed** directly to Avery Dennison Hong Kong BV.
3. Paying for the label/hangtag costs
4. Paying for the freight and custom duty of overseas shipments
5. Orders cannot be cancelled or revised if the production of the labels have started. Vendors will be responsible for the label costs for such cancelled orders.
6. Vendors are required to notify Avery Dennison Hong Kong within 14 days from receipt of goods in case of any problem to the contents of the shipments.

C. AVERY DENNISON HONG KONG B.V. (ADHK)

1. ADHK will **email** an order acknowledgement with the estimated shipment date to the ordering party within 24 hours after receipt of your orders.
2. ADHK will notify the vendors if the data required to print the labels are not sufficient or unclear.
3. ADHK is responsible for printing and shipping the hangtag/ tickets/ labels according to the information given on the order form. Our goal is to be the most reliable label supplier to Dillard's and their vendors.
4. Contact Person

For order enquiries and placing orders, please direct to Avery Dennison Hong Kong B.V.:

Group Email: dillards-apparel@ap.averydennison.com

Dillard's Customer Service Representatives:

Julie Leung (China - Hong Kong)

Direct Line # (852) 3146 8071

Direct Fax # (852) 2995 0565

Email: Julie.Leung@ap.averydennison.com

Lisa Yang (China - Nansha)

Direct Line # (86) 20-3233 5280

Email: Lisa.Yang@ap.averydennison.com

D. HOW TO FILL IN THE ORDER FORMS:

1. Dillard's Integrated Tags Order Form
 - Notes on order form (Appendix I)
 - order form
2. Dillard's Trim Program Order Form
 - Notes on Dillard's Trim Program Order form (Appendix II)
 - order form
3. Dillard's Graphic Tags Order Form
 - Notes on Dillard's Graphic Tags Order Form (Appendix III)
 - order form

E. ORDER QUANTITY:

1. Vendors should order sufficient quantities for their orders but not to rely on any additional overage that is provided without charge.
2. The quantity of each SKU should be rounded up in increments of 100pcs. (10% overrun would be applied on specific items, please always check with ADCS team for detail)

F. SHIPPING INFORMATION:

If no designated shipping mode is specified on the order form, Avery Dennison Hong Kong will choose the appropriate shipment method in the delivery of the labels based on our judgment and add freight charge in invoice. Vendors should be responsible for freight charges and duties incurred for all shipments.

G. TURNAROUND TIME

Normally, your **Dillard's** *Generic Stickers* will be shipped from our back door within 8~10 working days; for *one-sided imprinted Integrated Hang Tags* will be shipped within 10~12 working days; for the *two-sided imprinted Integrated Hang Tags* will be shipped within 12~14 working days (this apply to normal items); for items with special finishing, the lead-time will be various per their specification.

****Please always check with ADCS members for actual lead time and final ship date.**

New program startups will require a longer period of time, as a result of proofing, special paper stocks..., and a special die hangtag and varnished hangtags usually takes approximately 3 weeks to develop and receive.

III. PRODUCT INFORMATION

A. TYPES OF PRODUCTS:

1. *Dillard's Integrated Hang Tags*
2. *Trim Tags and Labels*
3. *Dillard's Graphic Tags & Pocket Flashers*

B. PRICING STRUCTURE:

All pricing are quoted in units of 1,000 pcs (1M = 1,000 pcs), unless otherwise specified. All prices are ex-factory prices for production from our plant in the New Territories, Hong Kong.

IV. TERMS OF SALE

A. BILLING

All hangtag orders are to be invoiced directly from ADHK.

For all orders that are invoiced from ADHK, we will send you the commercial invoice or proforma invoice including the item charges for the labels and the freight charges/ local delivery charges for the shipment of the labels concerned.

Payments to be sent to ADHK can be made by one of the following methods:

a. Telegraphic transfer (T/T):

Pay to : CITIBANK N.A.

9/F, Citi Tower, One Bay East, 83 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong

Swift Code: CITIHKHX

In favor of : " AVERY DENNISON HONG KONG B.V."

A/C# 006-391-6106 3355 (USD)

b. Crossed cheque payment to "AVERY DENNISON HONG KONG B.V."

Send with this invoice to either HONG KONG GPO BOX 677 or

15/F Octa Tower, 8 Lam Chak Street, Kowloon Bay, Kowloon, Hong Kong

c. Direct deposit

Cash / Crossed cheque payable to "AVERY DENNISON HONG KONG B.V."

Direct deposit to : CITIBANK N.A.

A/C# 006-391-6106 3355 (USD)

d. Credit Card payment

i) Make online payment at <http://crp.ap.averydennison.com> after user ID setup or;

ii) Complete and return the Authorization form.

B. CREDIT TERMS:

i. Account Opening Agreement:

New bill-to vendors are requested to complete an "Account Opening Agreement" and per our company new policy for all new comer payment terms is advance payments before delivery.

ii. Net 30 Days Credit:

Vendors whom wish to enjoy the 30 Days credit to be determined by our A/C Dept. **Please send Sales record (USD5000 business with AD within 3 months) to corresponding ADCS members so they would further work with A/C Dept.**

iii. Advance Payment Policy:

Normally, new Bill-to vendors and customer without payment credit term are requested to arrange payment.

When the label/hangtag orders are received, a Proforma Invoice will be issued and emailed to the vendor requesting to arrange the payment for the label orders.

Vendors are requested to **send us the remittance receipt, the bank draft copy or cheque copy** immediately when the payment is sent. Avery Dennison Hong Kong will then proceed production of the orders and ship out within the agreed turnaround time.

C. DELIVERY CHARGES

i. Local Delivery within Hong Kong:

ADHK will charge **US\$12.90** for each delivery to local (**Hong Kong**) vendor addresses.

ii. Overseas Shipments from Hong Kong

a) Actual freight charges (**Duty fee and tax are not be included**) will be prepaid by ADHK and will then be billed to the vendors in the commercial invoices.

b) **Customer can provide courier name and collect A/C number so AD will follow to arrange shipment.**

D. T/T PAYMENT BANK CHARGE

We will have US10 bank charges for T/T payment of advanced payment orders. .

E. WARRANTIES & LIABILITIES:

- i. Avery Dennison Hong Kong warrants that the tags and/or labels to be delivered will be produced in accordance with the requirements of the applicable purchase order. The customer will be solely responsible for the accuracy of the purchase orders. Therefore, Avery Dennison Hong Kong assumes no liability directly or otherwise arising from errors of omission appearing in the documentation.
- ii. Avery Dennison Hong Kong will not be liable for any direct, indirect, special or consequential damages of any kind. There are no other warranties either expressed or implied and Avery Dennison Hong Kong expressly disclaims the implied warranties of Merchantability and Fitness for particular purpose.
- iii. Avery Dennison Hong Kong will not be liable for any default of delay in production or delivery of the goods caused by any contingency or forces beyond its control, such as fire, flood, labor strikes, war, acts of God and factors of force majeure.
- iv. Avery Dennison Hong Kong will only accept liability claims limited to the invoice value of the Purchase Orders in question.

F. GENERAL:

The Terms of Sales listed above apply to the customer as well as the vendors whenever applicable. Customers are therefore required to inform their vendors of all relevant terms.

V. HOW TO PLACE ORDER

A. SELECTION OF CORRECT ORDER FORM:

Vendors are requested to select the correct order form for ordering the various types of Dillard's items.

1. Dillard's Integrated Tags Order Form

For ordering Dillard's Integrated Hangtags.

2. Dillard's Trim Program Order Form

For ordering Trim Tag and Label:

- Pre-pack Label
- CLRSZ

3. Dillard's Graphic Tags

For all Graphic items (without imprint variable information)

Appendix I

Notes on ordering Dillard's Integrated Tags:

1. Purchasing order number
2. Bill to name and address
3. Ship to name and address
4. Item description/name of hangtag and item code
5. Page number
6. Fiber content
7. Care instruction
8. Made in country
9. Group name
10. RN#
11. Group Code
12. Size I
13. Size II
14. Dept#
15. Mic#
16. UPC code
17. Retail price
18. Style number
19. Color name
20. Ordered qty.
(Should be rounded up in increments of 100 pcs per sku)
21. WECA Person to Contact (**optional**)
22. Ship Mode

****Some fields will not be printed in all Dillard's items but depended on Dillard's item artwork. Please always follow item artwork to provide corresponding information in order form when placing order.**

Appendix II

Notes on ordering Trim Tags and Labels

1. Purchasing order number
2. Bill to name and address
3. Ship to name and address
4. Item description/name of hangtag and item code
(check only 1 item code per order)
5. Page#
6. Group Code
7. Size
8. Dept#
9. Mic#
10. UPC code
11. Retail price
12. Style number
13. Color
14. Ordered qty.

(MOQ per SKU is 100pcs per SKU and 10% overrun will be added automatically)

15. Ship mode

16. WECA Person To Contact (optional)

****Some fields will not be printed in all Dillard's items but depended on Dillard's item artwork. Please always follow item artwork to provide corresponding information in order form when placing order.**

Appendix III

Notes on ordering Dillard's Graphic Tags

1. Purchasing order number
2. Bill to name and address
3. Ship to name and address
4. Item description
5. Item code
6. Ordered quantity
(Should be rounded up by the increment of 100 pcs)
7. Shipping Instruction
8. WECA Person To Contact (Optional)

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