



**Dillard's
Vendor Information &
Implementation Guide
April 15, 2012**

Change Summary

Section I General Comments

- Changed Section Name (11/01/11)
- Added Dillard's Vendor Guide information (11/01/11)
- Added Dillard's Retail Industry Partner information (11/01/11)

Section II Dillard's EDI

- Added Automatic Replenishment & Ship Cancel Policy information (11/01/11)

Section III EDI Implementation Flow

- Changed Section Name & Updated Implementation Flow (11/01/11)
- Updated 128 Carton Label Information (02/01/12)

Section V eBiz (Extranet)

- Updated all Site Information (11/01/11)

Section VI Dillard's Style/UPC Allocation Guidelines

Section VII UPC Catalog Implementation

- Updated Catalog Implementation (11/01/11)

Section IX UPC Marking Implementation

Section X Packing

- Updated Hanger Guidelines (07/01/11)
- Updated Hanger Guidelines (11/01/11)
- [Added poly bag request for Consolidated \(bulk\) shipments\(04/15/12\)](#)
- [Updated Hanger Guidelines – Removed Fall 2011 references, added poly bag request\(04/15/12\)](#)

Section XI Shipping Information & Requirements

- [Corrected Volume Shipment Violations to read TMS Violations \(04/15/12\)](#)
- [Corrected pallet carton height to read 6 feet high \(04/15/12\)](#)
- [Updated BOL form instructions & example to include Load ID\(04/15/12\)](#)
- Updated Vendor Profile, PO Dates, Dimensional Weight Calculation Parcel Shipments, BOL Form Requirements & BOL form example, BOL Shipment Rules, Shipping Frequency, Misconsignments, Routing Violations, Purchase Order Verification, Air Shipments, Port of Entry, Parcel Shipments, TMS Shipments, Volume Calculation, TMS Extranet Selections, Volume Shipment Violations (02/01/12)

Section XII Carton Marking

- Updated 128 Carton Label Information (02/01/12)

Section XIII Work Area Refusal / Return Authorization Policy

Section XIV Vendor Change of Ownership

- Updated Accounts Payable fax number (02/01/12)

Section XV Invoicing

Section XVII Direct Store Shipments

Section XVIII Prepicks

Section XIX – Pool Stock Guidelines

Section XX – Internet Store Guidelines

- Added Suffocation Safety Warning Label notice (02/01/12)
- [Added flat pack information \(04/15/12\)](#)

Appendix A Contacts

- Updated Dillard's Vendor Relations Contact Information (12/01/11)
- Updated Buying Office Information (12/01/11)
- Changed Corporate Traffic to Corporate Logistics (02/01/12)

Appendix B Terminology

- Removed MCSI & Added TMS (02/01/12)

Appendix C Vendor Compliance Charge Policy

- Updated some of the Logistics Dept. Compliance Charge Policies (02/01/12)

Appendix D Vendor Forms

- [Updated DC Return Notification Contact Form \(04/15/12\)](#)
- [Updated DC Salvage Policy Form \(04/15/12\)](#)
- Updated Vendor Change Request Form (02/01/12)

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Section I – General Comments

Dillard's Vendor Guide

The Vendor Guide provides the standards your company needs to implement and follow to do business with Dillard's. Please review the Vendor Guide carefully, the information provided is essential for you to use and follow in order to help build a strong business partnership with Dillard's.

All of the information provided is to be considered part of Dillard's business standards and each vendor is urged to review this information and identify everything that is relevant to their business with Dillard's

Information that is new or updated to this Guide is highlighted in the Change Summary at the beginning of this Guide. It is recommended that all vendors review the entire Guide to be assured they are following Dillard's guidelines in their entirety. Please ensure that all appropriate personnel in your organization familiarize themselves with the portions of the Vendor Guide that apply to their duties or area of responsibility.

This Guide has been updated and supplemented in an effort to make Dillard's requirements clear and provide your company with all of the information needed to accomplish a successful business partnership.

Failure to follow these guidelines could result in charges for noncompliance, labor costs & expenses incurred by Dillard's. Please see Appendix C; Dillard's Vendor Compliance Processing Charge Policy, for detailed information.

Dillard's Retail Industry Partners

Several industry-wide partners are available to assist both Dillard's and our vendors in meeting the requirements contained in this Guide and with helping to establish a successful business partnership. We encourage our vendors to contact these partners as needed for the services they provide.

GS1 US

Assigns UPC Company Prefix
128 Carton Label Guidelines
www.gs1us.org

Voluntary Inter-Industry Commerce Standard (VICS)

Mission is to take a global leadership role in the ongoing improvement of the flow of product & information
EDI Version Guidelines
VICS 17 Digit BOL Guidelines
www.vics.org

U Connect Conference

Presented by GS1 US & VICS - Annual Conference to review & present Industry Standards & Ideas
www.uconnectevent.org

Vendor Compliance Federation

A leader in Retail and **Vendor** best practice solutions for supplier-retailer collaboration
www.vcfww.com

GXS/Inovis

EDI Value Added Network (VAN) - Trading Grid
UPC Catalog - GXS Catalogue

InterTrade

EDI Value Added Network (VAN) - ecView
UPC Catalog - ecCatalogue

Section II – Dillard's EDI

Dillard's EDI-Capable Status

Dillard's is currently EDI-capable for the following Transaction Sets:

Send: 816 - Organizational Relationship
 812 - Credit/Debit Adjustment
 820 - Electronic Funds Transfer
 850 - Purchase Order
 852 - Product Activity Data
 860 - Purchase Order Change
 864 - Text Message

Receive: 210 - Motor Carrier Freight Details/Invoice
 214 - Carrier Shipment Status Message
 240 - Small Package Shipment Status
 315 - Ocean Shipment Status
 810 - Invoice
 832 - Price Sales Catalog
 856 - Advance Shipping Notice

Send/Receive: 997 - Functional Acknowledgment

Dillard's EDI Network Policy

Please Note: Dillard's uses the following EDI Networks Only!

GXS/Inovis - Phone: (800) 334-2255 “Option 3” or email Sales@GXS.com

InterTrade - Phone: (800) 873-7803 “Option 3” or email CustomerService@InterTrade.com

We do not support or authorize the use of any interconnect facility with any other 3rd Party Network.

EDI Automatic Replenishment

All PO transmissions contain your UPC number(s). Dillard's will scan the UPC barcode, post sales to the appropriate SKU inventory record, and generate orders based upon On Hand Quantities and future projected sales. These auto generated orders may be system or merchant approved. After the PO is approved it will be transmitted to you. You will be able to identify a replenishment order from the EDI transmission. There will be a code of 'OHRO' in the SAC04 segment of the 850 PO document to identify the PO as a replenishment order. Dillard's asks that all vendors who are using UPC marking make their UPC and product information available via an approved electronic catalog. See Appendix A for contact information.

EDI Automatic Replenishment Ship & Cancel Policy

Some automatic replenishment purchase orders are flagged “Ship Cancel” and we will only accept one shipment for the order. The balance of the order will be canceled based on the ASN you send, and the goods will be reordered in the next order cycle. This is a true **'Ship & Cancel'** policy for replenishment orders only. On these “Ship Cancel” orders we transmit 'RE' in the BEG02 data element of the EDI 850 PO file so you can identify them as a one time ship PO.

Many vendors' goods fit into an Automatic Replenishment program. If you're basic goods fit into this type of program contact your merchant so we can utilize auto ordering. The merchant can negotiate shipping windows for you. This would generate a PO on all goods that are reordered and would allow the merchants the necessary control and tracking needed to coordinate their areas while minimizing Dillard's out-of-stock positions.

Dillard's EDI Compliance Policy

Dillard's gives a **60-day** grace period once you become an active vendor with us, to become compliant on the following **Mandatory EDI Documents**.

Until you are EDI compliant, all purchase orders and invoices will be mailed. You will not be charged for these paper documents during this time. If these **Mandatory Transaction Sets** are not implemented within the **60-day** grace period, the non-compliance processing charges listed below will be assessed:

<u>Transaction Set</u>	<u>Amount</u>
810 - Invoice	\$50.00*
816 - Organizational Relationship	\$50.00**
820 - Remittance Advice	\$500.00***
832 - Price Sales Catalog (VIA 3 RD Party)	****
850 - Purchase Order	\$50.00*
856 - Advance Shipping Notice	*****
860 - Purchase Order Change	\$50.00**
864 - Text Message	\$50.00**
997 - Functional Acknowledgment	*****

* Paper processing charges for non-EDI documents. The charge is assessed on each paper document generated for or received from a Vendor.

** You will be charged for each attempt by Dillard's to transmit one of these files to you via EDI.

*** The charge is \$500 per paper check. You have the option of receiving Remittance information via the EDI 820 Transaction Set or eBiz.dillards.com via user specific secured access.

**** Price Sales Catalog, UPC information is traded by the vendor with an Electronic UPC Catalog. Dillard's picks up the UPC information from the UPC catalog and not directly from the vendor. There is a manual entry charge of \$2.00 per UPC/Product record entered or corrected. These charges are also assessed for non-compliance issues, as required, after catalog is implemented. Excessive changes made outside of the Dillard's Style/UPC Allocation Guidelines are subject to chargebacks of \$250.00 per occurrence, \$50.00 per Style/UPC changed & \$10.00 per PO updated.

***** Shipments received with no ASN will be assessed a \$250.00 per shipment non-compliance charge. (Shipment = PO/Ship Date). A \$50.00 per carton charge will be assessed for each carton with no 128 label (or non-scannable label), or if the ASN detail is not found when scanning the carton.

***** Non-compliance charge of \$50.00 per file will be assessed if you continually fail to send a 997 for each 820, 850, or 860 file you receive from Dillard's.

For UPC and Carton Label compliance charges see Vendor Compliance Processing Charge Policy in Appendix C

Section III - EDI Implementation Flow

This flow describes the steps necessary to implement EDI with Dillard's.

Confusion and frustration during EDI implementation can be reduced or eliminated when this implementation flow is followed.

1. Format/map the Dillard's required EDI Transaction Sets into your EDI translation software. Dillard's mapping documentation for these Transaction Sets is available for download at <https://ebiz.dillards.com>. If you do not have a userid & password for eBiz you can use "vendor" for your userid & "document" for your password. Once you log in select "Vendor Docs/Guides", then select "EDI Information".
2. To test the Transaction Sets once they are formatted:

Contact one of following Networks Only! Dillard's does not support or authorize the use of any interconnect with any other 3rd party Network.

GXS/Inovis - (800) 334-2255 Option 3, or email Sales@GXS.com

InterTrade - (800) 873-7803 Option 3, or email CustomerService@InterTrade.com

GXS/Inovis or InterTrade will transmit you generic test files of the **812, 816, 820, 850, 860, and 864** Transaction Sets. When you have received the test files, you will need to transmit them a 997 to acknowledge that the test files have been received.

3. Once you have completed testing with the Network they will email a Pass Notice to Dillard's confirming the Trading Partnership with Dillard's has been set up & that you have completed testing and your Dillard's vendor number is ready to be set up for EDI in Dillard's system.
4. Dillard's EDI Testing Manager will contact you to verify your network ID information. Your vendor number will then be set up for all Transaction Sets that have been tested.
5. At this time you can then begin testing the 810 Invoice and 856 ASN directly with Dillard's. See the 810 and 856 Implementation Flow sections for more detail on testing these Transaction Sets.

EDI Service Providers

If you do not want to go to the expense of purchasing EDI translation software and hiring a consultant or internal programmer there are EDI Service providers that can do your EDI for you and help you meet Dillard's EDI requirements. Using an EDI Service Bureau is a very cost effective way to get started with EDI, they usually have a small set up fee and a monthly fee for the EDI Corporate Logistics they process for you. Some of them also have solutions for ticketing & carton labels they can provide for an additional fee. If you would like a list of EDI Service Providers some of Dillard's vendors currently use please email EDI.Testing@Dillards.com for a copy of the list. These EDI Service Providers have a mailbox directly on GXS/Inovis or InterTrade so they meet Dillard's no interconnecting policy. If you choose to use an EDI Service Provider that is already sending & receiving EDI files with Dillard's all EDI Transaction Sets will be set up in Production for your vendor number, no testing is required.

VICS EDI Versions

Dillard's uses the VICS EDI standards that have been developed through the cooperative efforts of representatives from retailing, manufacturing and other suppliers-to-retail under the umbrella of GS-1.

Currently Dillard's supports the 004010VICS & 004030VICS versions for all EDI Transaction Sets except the 812 Credit/Debit Adjustment which is version 004030VICS only.

You will be notified at least six months in advance should Dillard's migrate to a newer version of VICS EDI standards.

810 - Invoice: (Mandatory)

Note: The 810 cannot be implemented until you have implemented the 850 Purchase Order.

810 Implementation Flow:

1. Format/map the Dillard's 810 mapping into your EDI Translation Software. Please note that our mapping has a "Mandatory Segment" cover sheet that gives you all of the data we are expecting to receive in the 810.
2. Set up a procedure to transmit invoice data to the Dillard's EDI mailbox. During this test, you should check that you have the ability to re-transmit any outgoing file in case of problems in getting the original data to us. *You must also set up a process to confirm that a 997 (functional acknowledgment or FA) is received for each 810 file transmitted in 'Production'. The 997 will also notify you of any compliance errors in the 810 file.*

When you are ready to transmit a test 810:

Transmit the 810 file to Dillard's production receiver id:

08/6112390050 GXS

08/6112391050 Inovis

08/6112392050 InterTrade

(Dillard's does not have a test receiver id)

No phone call is needed to begin testing 810 transmissions

Note: For invoice payment before you are in 'Production' on the 810 you must mail paper invoices to Accounts Payable. See Section XV – Invoicing for more information.

3. An EDI compliance check will be made to verify that you have transmitted correct data in the mandatory fields. If we find any problems with the transmission, we will contact you to discuss the error so it can be corrected. If there are no errors in the transmission, we will ask you to re-transmit the same test file.

If you do not hear from the Dillard's EDI office within 48 business hours after you send the initial test file, contact email edi.testing@dillards.com to notify us that you sent a file and have not received a response. Include your Qualifier / Sender ID, date of transmission, contact name and phone number.

Note: The most important thing to remember about implementation is that after you send the initial invoice file is to pay close attention to the email you receive from EDI.Testing@Dillards.com and make any changes or corrections indicated and then transmit an updated file.

4. When the 810 is moved into 'Production' we will notify you to discontinue sending paper invoices.
5. Paper Invoices received once your 810 is in 'Production' are subject to a \$55 manual processing charge assessed by Dillard's Accounts Payable Department.

You are now finished with EDI invoice implementation and you are responsible for seeing that the ongoing transmissions are sent in a clean and proper manner.

Dillard's Accounts Payable Department requests that you send one Invoice per PO per shipment.

812 – Credit\Debit Adjustment (Optional)

The 812 Transaction Set identifies and contains the details and amounts covering exceptions, adjustments, credits or debits for goods or services. It can be received and downloaded with the 820 Remittance Advice Transaction Set. The 812 Transaction Set is not required by Dillard's as the same information is available on Dillard's eBiz site.

812 Implementation Flow

1. Format/Map the Dillard's 812 mapping into your EDI Translation Software.
2. If you would like to receive a test 812 file contact one of Dillard's approved EDI Networks to receive a test file. Note, this is generic test data only; it will not be specific to your company.
3. Once you are ready to have the 812 set up for your vendor number email EFT.Support@Dillards.com to request the 812 be set up. Please include the following items in request:
 - a. Vendor Name
 - b. Your Network receiver ID
 - c. Contact Information:
Name
Title
Phone Number & Extension
Email Address
 - d. Date you are ready to begin receiving 812 files*

***Please do not notify us more than 2 business days prior to the start date.**

4. Our EFT Support Manager will contact you once the 812 Transaction Set has been set up in 'Production' (EDI only, no paper) for your vendor number.

Note: A 997(Functional Acknowledgment) *is not required* for 812 files received.

816 Organizational Relationship: (Mandatory)

Note: The 816 cannot be implemented until you have implemented the 850 Purchase Order.

The Organizational Relationship is used to transmit Distribution Center (DC) and Store addresses.

You have the option of receiving a DC list only, or you can receive a DC and Store list combined.

The 816 will be set up in **'Production'** (EDI only, no paper).

You will receive your first transmission two days after the 816 is set up in our system.

The first 816 transmission will be a complete DC or DC/Store list.

Should you need a complete file at a later date email EDI.Production@Dillards.com to request an updated file. Include your Dillard's vendor number or Network receiver ID in your request.

You will automatically receive change transmissions should the master DC/Store file in our system be updated (changes, additions, or deletes).

The BHT02 segment will have a code indicating if the file is an 'original' (00), or a 'change' (04).

All changes are in effect the day you receive the 816 transmission.

The following codes are sent in the ASI segment of the 816 transmission to indicate the change made to the master DC/Store file:

'001' Change – This indicates a change has been made to the address on file. Delete all previous information for this DC/Store and update your files with the new information transmitted in the 816.

'002' Deletion – This address has been deleted from our master store file, you should do the same.

'021' Addition – This address has been added to our master DC/Store file, you should do the same.

Note: If you receive the DC/Store list and a Store has a DC assigned as a "Ship To" the 816 will indicate the DC number with a 'DK' qualifier in the REF01 segment followed by a 4 digit DC# in the REF02 segment.

816 Implementation Flow

1. Format/map the Dillard's 816 mapping into your EDI Translation Software.
2. Contact GXS/Inovis or InterTrade and request a test 816 file. A Functional Acknowledgment (997) should then be sent to GXS/Inovis or InterTrade. They will notify Dillard's via e-mail that you have completed testing.
3. After Dillard's receives the e-mail that you have tested the 816, our EDI Testing Manager verify the setup information given to us by the network. Our Testing Manager will then set up the 816 document in **'Production'** (EDI only, no paper) in our system.

Note: A 997(Functional Acknowledgment) is not required for 816 files received in **'Production'**.

820 - Payment Order/Remittance Advice (Electronic Funds Transfer EFT): (Mandatory)*

EFT allows Dillard's to transmit payments to your bank account; you do not have to wait for a check to be mailed to you once you are in Production for EFT payments. You have the option of receiving Remittance Detail via the EDI 820 Transaction Set or you can be set up for secure access to Dillard's eBiz site to obtain your Remittance Detail.

How EFT payments work:

1. You transmit an EDI 810 Invoice file to Dillard's for payment.
2. Dillard's Accounts Payable processes the invoice and approves it for payment.
3. The night the invoice is approved for payment we send our bank notification (via the 820) to transmit the funds to your bank account.
4. If you choose to receive the EDI 820 we also send you a file the same night giving you the following information:
 - a. Amount of Deposit
 - b. Effective Date of Deposit (2 business days following Dillards payment on your account)
 - c. Check Number
 - d. Invoice Date and Number
 - e. Invoice Amount
 - f. Discount Taken (if any)
5. If there are chargebacks against the payment you will also receive:
 - g. Chargeback Amount
 - h. Chargeback Number
6. Chargeback detail can be transmitted to you via the 812 Credit/Debit Adjustment document.

If you are Factored your Factor has the option of receiving the above information also.

EFT (820) Flow

Vendors not using a Factor will use the Standard EFT: Dillard's To the Vendor and Bank.

Vendors that are using a Factor may choose one of the following Options:

- Option 1:** Dillard's To the Vendor and Bank – You are responsible for getting the remittance advice to your Factor.
- Option 2:** Dillard's To Vendor and Factor and Bank – You want Dillard's to transmit remittance advice to both you and your Factor. (If 'Option 2' is implemented the Factor is responsible to implement the EDI 820 document. The Factor must also be set up with a mailbox directly on GXS/Inovis or InterTrade.)

If your company uses a Factor their bank account information must be included on the "Electronic Funds Transfer Authorization" form. If the Factor is new to Dillard's either a voided deposit slip or letter from the Factor's bank must also be sent along with the EFT form. If it is a Factor that Dillard's is already sending EFT payments to and the bank account information will not be unique or different for your company bank confirmation information is not required.

*** EFT is Mandatory; if you choose to receive remittance via EDI the 820 must be implemented. If you choose to receive EFT payments but want to view the details via secured userids on our vendor eBiz site the 820 EDI is not required. To receive EFT payments & view the remittance information via our eBiz site complete the EFT Authorization Form & eBiz Administrator Form located in Appendix D.**

EFT/820 Implementation Flow:

1. Fill out and sign (signature must be an officer of the company) the "Electronic Funds Transfer Authorization" form* and fax it to our EFT Support Manager at (501) 210-9525. A voided check or deposit slip for the EFT account must be faxed along with the EFT Authorization form. If these are not available a letter from your bank verifying the Bank routing number and account number can be faxed. Note, if your company chooses to view Remittance Detail via Dillard's eBiz site an "eBiz Administrator Request" form must also be sent in with the EFT Authorization form if you do not already have eBiz Administrators set up.

***See Appendix D for the "Electronic Funds Transfer Authorization" & "eBiz Administrator Request" forms.**

2. Accounts Payable will verify the information on the EFT form & account confirmation is correct and will add your bank account information to your vendor number in Dillard's vendor information system. The approved EFT form will then be given back to our EFT Support Manager.
3. Our EFT Support Manager will set up the 820 in in **'Test'** status under your Dillard's vendor number. Our system will automatically send a *'penny deposit'* request to our bank. This deposit of .01 will then be sent via Automated Clearinghouse (ACH) to test your bank account. *You will not receive an 820 transmission for this test deposit.* When the .01 test deposit is received by your bank notify our EFT Testing Manager that the .01 deposit was received. ***Note: it is imperative that you verify that the .01 test is received into your account in order for the EFT/820 process to proceed. Failure to do so could cost your company several thousand dollars in chargebacks.***
4. At this time if your company wants to view remittance detail via Dillard's eBiz site and your internal eBiz Administrators have been given security Dillard's EFT Support Manager will set your vendor number up in **'Production'** for EFT payments.

If you choose to receive remittance detail via the EDI 820 Transaction Set please see the following steps:

5. Format/map the Dillard's 820 mapping into your EDI Translation Software and contact GXS/Inovis or InterTrade and request a test 820 file. Note, this is generic test data only; it will not be specific to your company. A Functional Acknowledgment (997) should then be sent to GXS/Inovis or InterTrade. They will notify Dillard's via email that you have completed testing.

(If you are using a factor, and authorize the factor to receive the 820 via EDI from Dillard's, you must fax a completed "Electronic Funds Transfer Authorization" (see step 1) with the factor's EFT bank information. The factor would be required to have a mailbox directly on either the GXS/Inovis or InterTrade network.)

6. After Dillard's receives the email from the network that the vendor and/or factor have tested the 820, our EFT Support Manager will contact you to verify the setup information given to us by the network.
7. If the .01 test deposit has been received and confirmed Dillard's EFT Support Manager will then move your 820 into **'Production'** status.
8. When your 820 is moved into **'Production'**, your bank account will receive EFT deposits. At the same time you and/or your Factor will receive an EDI 820 remittance file with no paper being mailed. (EDI Only; No Paper) when a payment is made.

If you have any questions concerning the EFT setup process please contact our EFT Support Manager via email at EFT.Support@Dillards.com.

Note: A 997(Functional Acknowledgment) *is required* for all 820 files received.

850 - Purchase Order: (Mandatory)

Note: This is the first EDI Transaction Set you must implement to do EDI with Dillard's.

Until you have implemented the EDI 850, only accept system generated/printed orders. Be careful not to accept a worksheet as an approved order.

After you have implemented the 850 you should only receive orders via EDI. Any EDI file you receive from Dillard's has been entered and approved in our system. If you were to accept a non system-generated order (i.e., worksheet, fax or phone type orders), we have no reference in our system for that transaction. This creates problems in receiving, reconciling and paying for the merchandise.

Contact your Dillard's Merchant if you have:

Missing Purchase Orders

Purchase Orders Changes

Invalid Styles, UPC, Pricing, etc.

General Purchasing or Policy Questions

Automatic Replenishment or Quick Response Questions

Refer to the 'Dillard's Corporate Routing Guide' for shipping instructions.

850 Implementation Flow

1. Format/Map the Dillard's 850 mapping into your EDI Translation Software
2. Contact GXS/Inovis or InterTrade and request a test 850 file. Note, this is generic test data only; it will not be specific to your company.
3. A Functional Acknowledgment (997) should then be sent to GXS/Inovis or InterTrade. They will notify Dillard's via email that you have completed testing.
4. After Dillard's receives the email that you have tested the 850, our EDI Testing Manager will contact you to verify the setup information given to us by the network.
5. Our Testing Manager will set up the 850 in **'Production'** (EDI only). You will receive an EDI 850 transmission automatically when your merchant approves a purchase order.
6. If you received Paper PO's before your EDI was set up we can resend them via EDI once the 850 is set up for your vendor number. PO's approved before your 850 is in Production will not automatically be resent, you must make the request when our EDI Testing Manager contacts you about the 850 set up. If your company has been set up for secure eBiz access your internal eBiz Administrators can also grant access to anyone in your company to request PO retransmits via EDI using the PO Retransmit application on eBiz.

Note: You will begin receiving EDI transmissions on PO's approved after the Production EDI status is set up with Dillard's. PO's approved before the Production EDI status is set up will be "PAPER ONLY", "NO EDI", and *will be mailed to you.*

Note: A 997(Functional Acknowledgment) is required for all 850 files received.

856 - Advance Ship Notice: (Mandatory)*

Note: The 856 (ASN) cannot be implemented until you have implemented the 850 Purchase Order.

The ASN along with the 128 carton label allows Dillard's to track cartons received at the Distribution Center (DC) and in some areas, cross-dock the cartons directly to the stores needing the goods.

***Vendors that sell us big ticket merchandise, fixtures, supplies (cleaning goods, office supplies, paper, etc.) or ship direct to store are not required to send ASN's or mark their cartons with the 128 carton label at this time. See Section XII Carton Marking for Standard Shipping Label Requirements.**

How the ASN/128 Carton Labels Work:

1. Mark all of your cartons with the 128 carton label.
2. Transmit an ASN (856) file to us as soon as your merchandise is shipped. *It is imperative that we receive the ASN before the goods are received at the DC.*
3. Dillard's downloads the ASN file into our receiving system when the cartons are received and scanned at the DC.
4. For 'cross-dock' vendors, the cartons are automatically routed to the stores, based on the ASN data.

Common Ship Notice/Manifest and 128 Carton Label Issues

Timing of the ASN

Make your ASN available to Dillard's as soon as possible after the merchandise is shipped. Dillard's receives EDI data from the 3rd party networks daily beginning at 6am central every 30minutes. The last file is received at 7pm Central. An additional receive job is ran at 4am to pull in any files transmitted after 7pm. This schedule is followed Monday – Saturday. If your shipping location is located close to a Dillard's DC you may need to transmit your ASN file **before** the shipment is picked up to assure the data is available when the DC receives the goods. If you have any questions about when you should transmit your ASN email Vendor.Compliance@Dillards.com for assistance.

If your shipment arrives at our distribution center before we have received and processed the ASN we are unable to use the ASN information. These shipments will be subject to a \$250.00 charge per Purchase Order for no ASN received and a charge of \$50.00 per carton.**

Transmit an ASN and Mark all Cartons for each Shipment

When we put your ASN into production status you must transmit an ASN and all cartons must be labeled with a 128 Carton Label for each shipment after that point in time. **No exceptions!** Shipments received without an ASN or 128 carton labels are subject to a \$250.00 charge per Purchase Order and \$50.00 per carton.**

Placement of 128 Carton Label

The 128 Carton Label can be placed on the sides or ends of the carton.

Do not place the 128 Label on the top or bottom of the carton.

If the 128 Label cannot be placed on a flat surface of the carton, do not wrap the barcodes over the edge of the carton.

ASN Detail and Data Accuracy

The ASN is to be implemented at the item level and must contain the UPCs within each carton.

The carton number in the ASN must match the 128 Carton Label number received at the DC.

The merchandise listed in the ASN must match the physical merchandise received:

ASN QTY must match the QTY of goods scanned from the carton at the receiving DC

ASN UPC detail must match the UPCs on the merchandise at the receiving DC

ASN QTY/UPC details that do not match the QTY or UPCs within the carton are subject to a \$100.00 charge per carton.**

Errors like these significantly slow the receiving process, thus delaying routing the merchandise to the stores.

****see Vendor Compliance Processing Charge Policy in Appendix C**

856 Implementation Flow:

1. Format/Map the Dillard's EDI Advance Ship Notice (ASN) mapping (856) into your EDI Translation Software. Please note that our mapping has a "Mandatory Segment" cover sheet that gives you all of the data we are expecting to receive in the document.
2. Transmit a test ASN (856) file to the Dillard's EDI mailbox. During this test, check that you have the ability to re-transmit any outgoing file in case of problems in getting the original data to us. *You must also set up a process to confirm that a 997 (functional acknowledgment or FA) is received for each 856 file transmitted in 'Production'. The 997 will also notify you if you have compliance errors in your file.*

When you are ready to transmit a test 856 to us:

Transmit the 856 file to Dillard's production receiver id:

08/6112390050 GXS

08/6112391050 Inovis

08/6112392050 InterTrade

(Dillard's does not have a test receiver id)

No phone call is needed to begin testing 856 transmissions

3. An EDI compliance check will be made to verify that you have transmitted correct data in the mandatory fields. If we find any problems with the transmission, we will contact you to discuss the error so it can be corrected. If there are no errors in the transmission, we will ask you to re-transmit the same test file.

If you do not hear from the Dillard's EDI office within 48 business hours after you send the initial test file, email edi.testing@dillards.com to notify us that you sent a file and have not received a response. Include your Qualifier / Sender ID, date of transmission, contact name and phone number.

Note: The most important thing to remember about implementation is that after you send the initial ASN file is to pay close attention to the email you receive from EDI.Testing@Dillards.com and make any changes or corrections indicated and then transmit an updated file.

4. Dillard's EDI Testing Manager will notify you when the ASN is moved into '**Production**' in our system for your vendor number.
5. Once your ASN is in '**Production**' it is imperative that an ASN file be transmitted for all shipments and that the data is received and processed before the shipments arrive at the Dillard's DC.

You are now finished with EDI ASN implementation and you are responsible for seeing that the ongoing transmissions are sent in a clean and proper manner.

128 Carton Label Implementation Flow

Implementing the 128 Carton Label can be done while you are in the process of testing the EDI 856. This will prevent undue delays in the implementation of either program.

1. Dillard's request that you follow the GS1 specifications when producing the 128 Carton Label. See Section VII – Carton Marking for a sample approved 128 label. See Appendix A for GS1 contact information.
2. Create a 128 Carton Label that includes the following data:
 - Ship from Address
 - Ship to Address
 - When shipping direct to a Dillard's DC:
Ship to = Dillard's DC number and the DC address
 - When shipping to a Third Party Consolidator (3PL):
Ship to = Dillard's final destination DC number and the DC address
 - When shipping to Dillard's DC Consolidation Center:
Ship to = Dillard's final destination DC number and the Dillard's Consolidation Center address
 - Zip Code (Bar-coded and Human Readable)
 - PO Number (Bar-coded and Human Readable)
 - Department Number (Human Readable)
 - Pack For Store Number (Human Readable)
 - Carton Number (Bar-coded and Human Readable)

Bar-code Dimensions:

 - Minimum of .25" quiet zone on both sides
 - Postal Zip Code & PO Number minimum of .5" high
 - Serial Shipping Container Code(SSCC) minimum of 1.25" high and 3.1" wide

Human Readable Dimensions:

 - Minimum of 3/8" High

All of these data items fit into the specifications you will receive from GS1 US. You may use other data items on your label as you deem necessary. We need these data fields to process the carton if the carton number or barcode cannot be scanned or read.

3. Once you have produced a 128 Carton Label, mail a sample label to our EDI Marking Manager for approval at the following address:
Dillard's
1600 Cantrell RD
Little Rock, AR 72201
Attn: EDI Marking Manager
The sample 128 Label(s) must be from the printer(s) you will be using to create your production 128 Labels. Be sure to include your company's contact information along with the sample label.
4. Our EDI Marking Manager will contact you with the test results of your 128 Carton Label.
5. If your 128 label does not pass the scan test you will be asked to make corrections to the label and mail another sample to the EDI Marking Manager for testing.
6. Once you have been notified that your 128 label has been approved you will need to mark each carton of each shipment with a 128 label.

860 - Purchase Order Change: (Mandatory)

Note: The 860 cannot be implemented until you have implemented the 850 Purchase Order.

The EDI 860 will be set up in Production (EDI only, no paper). After you have implemented the 860, you will receive your first transmission when a merchant makes a change to any active PO.

Once you have implemented the EDI 860 you should only receive PO changes via EDI. Any EDI file you receive from Dillard's has been entered and approved in our system. If you were to accept a non system-generated PO change (i.e., worksheet, fax or phone type orders), we have no reference in our system for that transaction. This creates problems in receiving, reconciling and paying for the merchandise.

The following changes will automatically transmit to you the night of the change:

- PO Canceled
- Line Added
- Line Deleted
- QTY Change (+ or -)
- Date Change
 - Start Ship Date
 - Last Ship Date
- By Store / Consolidated Change
- Cost Change
- Dept/MIC Change (Private Label Only)
- Group & Label Code (Private Label Only)
- Label & Hangtag Type (Private Label Only)
- Retail Change (Private Label Only or Vendors that Receive Retail)

Style or color changes “Are Not” transmitted unless the UPC/SKU changes.

The following codes are sent in the POC segment of the 860 transmission to indicate the type of change made:

- AI Add Item** - Adds a new item that was not on original order.
- DI Delete Item** - Deletes an item that was on the original order.
- PC Price Change** - Corrects cost or retail price on original order.
- QD Quantity Decrease** - Decreases quantity of an item on original order.
- QI Quantity Increase** - Increases quantity of an item on original order.
- CA Dept/MIC/Group Code Change** - Private label vendors only.

860 Implementation Flow

1. Format/Map the Dillard's 860 mapping into your EDI Translation Software.
2. Contact GXS/Inovis or InterTrade and request a test 860 file. Note, this is generic test data only; it will not be specific to your company.
3. A Functional Acknowledgment (997) should then be sent to GXS/Inovis or InterTrade. They will notify Dillard's via e-mail that you have completed testing.
4. Our EDI Testing Manager will contact you to verify the setup information given to us by the network.
5. Your vendor number will then be set up in **'Production'** (EDI only, no paper) for the EDI 860.

Note: A 997(Functional Acknowledgment) is required for all 860 files received.

864 - Text: (Mandatory)

Note: The 864 cannot be implemented until you have implemented the 850 document.

This document is used to transmit:

Notice of a missing 997 for PO, PO Change and Electronic Funds Transfer files sent.

Message to notify you of any problems that would affect your EDI with Dillard's.

General information, policy or procedure changes, special events, etc.

864 Implementation Flow

1. Format/Map the Dillard's 864 mapping into your EDI Translation Software.
2. Contact GXS/Inovis or InterTrade and request a test 864 file. Note, this is generic test data only; it will not be specific to your company.
3. A Functional Acknowledgment (997) should then be sent to GXS/Inovis or InterTrade. They will notify Dillard's via e-mail that you have completed testing.
4. Our EDI Testing Manager will contact you to verify the setup information given to us by the network.
5. Your vendor number will then be set up in **'Production'** (EDI only, no paper) for the EDI 864.

997 - Functional Acknowledgment: (Mandatory)

997 Outbound from Dillard's:

A 997 is transmitted to you for each 'Production' 810/856 file Dillard's receives. The 997 will indicate:

That we did receive your file (not receiving a 997 within 24 hours would indicate that we did not receive your file)

The GS sequence number of the file we received

The number of ASN's or Invoices we received

The number of ASN's or Invoices that were accepted

The reason, if any, that some or all of the ASN's or Invoices rejected (See Below)

Segments that Identify 810/856 Transmission Errors

Segment	Element	Name
AK3	01	Segment ID Code (indicates which segment is in error)
AK3	02	Segment Position in Transaction Set
AK3	03	Loop Identifier Code
AK4	01	Position in Segment
AK4	03	Data Element Syntax Error Code
AK5	01	Transaction Set Acknowledgement Code
AK5	02	Transaction Set Syntax Error Code

(See the 997 Document Mapping for more details on these segments)

Note:

A common problem with the 997 is that some software does not properly report the above segment information to identify transmission errors.

Be sure that your software clearly indicates the segment(s) in error and the error reason codes.

The 997 will not include the invoice# or BOL#, you must track them by your GS sequence number.

An 810/856 file that you transmit with errors is rejected and cannot be processed.

Once the errors have been corrected you must re-transmit the 810/856 file.

997 Inbound from the Vendor:

You must transmit a 997 within 24 hours for each 820, 850 and 860 file you receive from Dillard's.

If Dillard's has not received a 997 within 5 days, you will receive a message via the 864 document notifying you that we are missing a 997. The 864 message will include the following details of the transmitted file(s):

Your Dillard's Vendor Number

The Transaction Set Type (820, 850, or 860)

Transmission Date

Your ISA ID and GS ID

The GS sequence number of the transmission (# your 997 should be acknowledging)*

***850 and/or 860 PO #'s, or 820 Check #'s are not provided in the 864 message, you must be able to trace the transmissions by the GS sequence #.**

If you received the file, send us a 997. If you did not receive the file, fax a re-transmit request to Dillard's EDI, (501) 210-9525. If the file you are asking us to re-transmit is an 850, include the following message on the fax:

"We are aware this is a re-transmit and will not double ship the order(s)."

Subsequent 864's will be sent if the 997 is not received. The Vendor Compliance Dept. will contact you if you fail to send a 997. Multiple notices are subject to compliance charges. **

****See Vendor Compliance Processing Charge Policy for more detail.**

EDI File Re-Transmissions

There may be a time when you will need to have an EDI file re-transmitted. Re-transmissions are costly and time consuming to both Dillard's and the vendor. They should be requested only after all other attempts to process and/or receive the file(s) failed.

"Do not make a habit of requesting re-transmissions."

The following file types can be re-transmitted if necessary:

816 Organizational Relationship
820 Electronic Funds Transfer
852 Product Activity
860 Purchase Order Change (POC)
864 Text

Please use the following guidelines when requesting document re-transmission:

1. Please include a brief explanation of why you wish the document to be re-transmitted.
2. Include the ISA or GS sequence #'s to be re-transmitted.
3. Re-transmit request **must** include the following statement:
4. The requesting party needs to sign (including title) the request and should be the EDI Technical Contact.
5. Fax the request on your company's letterhead to Dillard's EDI at (501) 210-9525 or email the request to edi.production@dillards.com. Please submit the request by 3pm central for same day processing.
6. The file will re-transmit the morning after Dillard's EDI Production Manager processes the request.
7. The file will re-transmit under the same ISA/GS sequence #'s.

Purchase Order Re-transmit Requests:

1. If your company needs to have a PO re-transmitted the request needs to be done via our eBiz site using the "PO Re-transmit Application". Your internal eBiz Administrators have security for this application & can grant security to anyone in your company that should be responsible for requesting a PO re-transmit.
2. PO re-transmit requests via eBiz can be made up until Midnight Central time.
3. The PO re-transmit will process overnight and be available in your EDI mailbox the next morning.
4. The PO file will not have the same ISA/GS sequence numbers as the first transmission. Also, the BEG01 data element will have a '07' qualifier indicating "Duplicate." It is your company's responsibility not to ship against both the original and duplicate PO files. Dillard's will only receive and pay for what is received against what is on order. A double shipment against a PO will not be received.
5. If your company does not have internal Administrators set up email eBiz.Support@Dillards.com for assistance.

Section IV – E-mail Directory

Dillard's E-mail Directory Enrollment Process

1. You may choose one of the following options to enroll:
Call the Dillard's E-mail enabling group at (501) 379-5730 and give them the information in step # 2
Complete the E-mail Enrollment Form (See Appendix D – Forms) and fax it to (501) 210-9601
2. The following information will be needed for E-mail enrollment:
 - a. Company Name & Merchandise Type
 - b. E-mail Administrator Name & Internet Address
 - c. Daytime phone # & after hours phone #
 - d. Return Authorization Contact Name & Internet Address (Needed for Work Area Refusals, see Section XIII)
 - e. If Company calling is a Parent Company – give Subsidiaries
 - f. If Company calling is a Subsidiary – give Parent
 - g. Make known if Company calling is an Independent Company
3. Once enrollment is complete Dillard's will send a test message to ensure there are no problems with communication.
4. Your name will be added to our E-mail directory. This will make your E-mail address available to anyone in Dillard's that needs to contact you.
5. To enroll additional personnel simply call the above number and give the Name & Internet address of the person(s) you want to enroll.

Dillard's E-mail Address Format

Dillard's uses the following e-mail address format:

FIRSTNAME.LASTNAME@DILLARDS.COM

Example: Jim.Smith@Dillards.com

Jimsmith@dillards.com

JIM.SMITH@DILLARDS.COM

Please Note: We are **NOT** case sensitive

Duplicate Name Example:

Jim.Smith@Dillards.com

JimSmith1@Dillards.com

*****It Is Very Important To Have The Correct Address*****

Helpful Generic email Addresses

Vendor.Relations@Dillards.com

Vendor.Compliance@Dillards.com

Accounts.Payable@Dillards.com

Corporate.Logistics.Office@Dillards.com

EDI.Production@Dillards.com

EDI.Testing@Dillards.com

eBiz.Support@Dillards.com

EFT.Support@Dillards.com

Vendor.Education@Dillards.com

UPC.Catalog@Dillards.com

Carrier.Logistics@Dillards.com

Marking.Support@Dillards.com

DPS.Questions@Dillards.com

Section V – eBiz

Dillard's Extranet Site - <https://ebiz.dillards.com>

eBiz offers several applications to enhance our business relationship with our vendors. It is extremely important that your company actively utilize these applications in order to improve our overall business and profits for both Dillard's and your company. Please note if you are using IE8 or higher for your web browser you will need to use the compatibility mode for eBiz. There is a link on the Home Page under Your Messages for the compatibility view.

Vendor Documents/Guides

EDI Mapping

EDI mapping is available for all VICS versions currently supported by Dillard's. Under each document listed you will see a Last Revised date. Please refer to the first page of the document map for the latest revisions.

Dillard's Store and Distribution Center (DC) Listing

You can download the current Dillard's Store and Distribution List from this site.

The 816 (Organizational Relationship) is the EDI document we use to transmit DC or DC/Store address information.

The list available on eBiz is for your convenience and does not replace the use of 816 documents.

Dillard's Corporate Routing Guide

The routing guide includes shipping information. There will be quarterly updates to the routing guide.

It is your responsibility to check the routing guide periodically for these changes.

Announcements & Notices

Posting of information that pertains to changes or enhancements Dillard's requires to improve business and/or the flow of merchandise to our customers.

eBiz Administrators

Dillard's requires that each company be set up with two internal eBiz Administrators to take care of all internal eBiz secure userid setup and maintenance. The Dillard's eBiz Administrator Security Request Form (see Appendix D) must be completed by the Administrators & signed by an officer of the company (Principal). The eBiz Security Request Form is processed by Dillard's Accounts Payable department, please allow 1 week for processing. Incomplete forms will not be processed.

eBiz Administrators Roles & Responsibilities

- Only one Administrator & Sub-Administrator will be given security access for a Parent Company. Dillard's suggests individuals in your Security or Electronic Commerce Departments be the Administrators.
- The Administrators should be employees of the Company and not a 3rd party.
- It is the responsibility of the Administrators to then give & maintain security to any person or persons within the Parent &/or sub-companies attached to the Parent Company. Users ***SHOULD NOT*** allow anyone to use their sign on. Do Not send forms to Dillard's for every employee you set up as a user.
- Only Dillard's has the ability to update Administrator userids and passwords.
- If an Administrator leaves or needs to be replaced the Change Form Dillard's eBiz Administrator must be completed. (see Appendix D)

Secured Applications

Access to the following applications is restricted to vendors with valid user specific sign-on information. This sign-on is set-up and maintained by an eBiz Security Administrator & Sub-Administrator (backup) for each company. Please note that it is extremely important that each user be given their own userid to access eBiz. There is no limit to the number of userids your Administrator can create.

Purchase Order Inquiry

This application allows you to check the Start Ship Date, Penalty Date, Cancel Date, and Dillard's Distribution Center number for given Purchase Order Numbers. This information is available for all POs not in cancelled status.

Purchase Order Re-transmit

With this new application anyone in your company can be given security to request PO re-transmits. This replaces having to email a retransmit request to Dillard's EDI Department. The requests can be made until Midnight central time. All requests received before Midnight central time will be processed that same night & the PO's are available in your EDI mailbox the next morning.

Buyer Workbench (BWB) Style Upload

This application is designed to speed the order process after your merchants select new styles at market. The selected styles can be loaded to a pre-formatted spreadsheet that can then be uploaded via eBiz to your merchant's BWB application on their laptop. They then create their orders in BWB and pull the UPC information you have loaded to the catalog.

Accounts Payable

Your Accounts Receivable department can be given access to this application that has the following information available for on line review: Chargeback Inquiry, Check Inquiry, Invoice Inquiry and Remittance Detail.

Vendor Report Card

Your Compliance Department can be given access to this application that has the following information available for on line review: ASN Performance, Financials, Orders and Receipts.

Vendor Analysis

This application allows you to see the same Purchase Journal information your Merchants can see internally. The following information is available in this application: Financial Information, Receipts, Markdowns, Markups and Discounts

Vendor Sales & Inventory

Your sales department can greatly assist your Merchants by using this application to track sales by style, style/color or even down to the UPC level. Sales can be reviewed at the Dillard's Corporate Level, by Region or down to each store. Also, there is a Download Option that allows you to set up a format of what sales information you would like to download into a spreadsheet. Updated information is available each Monday for the previous Sunday thru Saturday week of sales. The following settings are available to be downloaded by Style, Style/Color or UPC at the Corporate, Region or Store Level: Units Sold, Units On-Hand and Units On-Order.

Port of Entry

P.O.E. shipments are defined as full container shipments where the vendor is the importer of record. All vendors must be approved to deliver full containers to Dillard's prior to making the shipment. A Dillard's Container Pick-up Request form must be submitted for all Port of Entry Shipments. Contact the Corporate Logistics Department for more information.

MCSI (Motor Carrier Shipment Information)

The purpose of receiving this information is to give our Corporate Logistics Department the ability to increase volume shipment efficiency in the areas of timing, cost, and audit ability. Your routing instructions for any shipment that meets the weight or cubic feet requirements for a **'Volume Shipment'** will be given to you based on the information you send to us.

Vendor Profile

Before you can begin to enter MCSI information you need to have a valid Vendor Profile set up for each of your shipping locations. Valid address and contact information should be provided in the appropriate fields of the on-line form.

Enter New MCSI

1. Please verify your address & contact information.
(Contact Dillard's Corporate Corporate Logistics Office at (501) 455-6620, if corrections need to be made.)
2. Sign on using your specific userid created by your internal eBiz Administrator.
3. Under the "Start Here" drop down menu select "MCSI/Vol Ship Home".
4. You now should select one of the available options shown under the "MCSI Menu". If entering new MCSI data you will need to supply your shipping Zip Code and valid Purchase Order number.
5. You must create a separate MCSI form for **each** ship to location.
6. Each section has its own set of command function (ex: update, delete, etc.).
7. Each MCSI section must have its own unique bill of lading number (use the 17 digit VICS BOL#).
8. Each MCSI section must have at least one purchase order number attached.
9. Items needed to create an MCSI:
 - a. Bill of lading information (bill of lading number, ready date)
 - b. NMFC information (commodity description, NMFC item number, freight class, total cubic feet); total weight and cartons will be the total of your detail information (no entry is necessary in these two fields)
 - c. Detail information (purchase order number(s), cartons, weight)

Edit MCSI

This section allows you to edit only today's pending MCSI(s). Since the daily MCSI transactions are downloaded to the Dillard's system nightly, any changes to a previously entered MCSI can only be done on the same day that it is entered. Any changes you wish to make on previous days entries have to be communicated to Dillard's Corporate Corporate Logistics Department, via fax to (501) 455-6618, as soon as possible. Remember in order to edit a current days MCSI entry, you must know the entered bill of lading number, shipping zip code, and the associated purchase order number.

Who to Contact

For any problems regarding data within a specific application please contact the department owning the application.

Example: Question re: Financial Data – contact your Buyer

Question re: Remittance Detail – contact Accounts Payable

Question re: MCSI – contact the Corporate Logistics Department

For system related problems or inquiries please call eBiz Support @ 501-399-7599 or email ebiz.support@dillards.com

Section VI – Dillard's Style/UPC Allocation Guidelines

Why Focus on Style/UPC Allocation?

Dillard's, Inc. is committed to using Electronic Data Interchange (EDI) in all areas of business to eliminate paper and to expedite all processes that require shared information between Dillard's and our trading partners (vendors). A common complaint, from vendors receiving EDI Purchase Orders from Dillard's, is that our internal style/color/size information does not match theirs.

Problems arising from improper item identification include:

- Confusion for the merchant at the point of entering an order
- Confusion for the vendor at the point of order receipt
- Delayed reconciliation of orders to shipments resulting in slow payments

Accurate item identification, in conjunction with EDI-enabled computer applications and improved processes, has enabled Dillard's and many of our vendors to improve product flow and expedite problem reconciliation.

UPC

Dillard's has chosen to mandate the Universal Product Code (UPC, Version A) as the method for item marking to be used by all **Basic** and **Fashion** vendors. The UPC is not required from vendors who provide us with *Furniture, Fabrics, Wall Coverings, Store Fixtures, or Supplies*. The UPC marking system is the preferred and dominant method of identifying items sold in retail stores.

The UPC is a 12-digit number uniquely identifying every item at the style/color/size level. The following is an example of an UPC format using a six-digit manufacturer ID number: “w xxxxx yyyy z”

Description of w: The left-most digit is the industry code assigned by GS1 when the manufacturer ID number is assigned (see x below).

Description of x: The next digits represent the manufacturer of the item and are called the manufacturer ID number. These digits are unique to the manufacturer and are assigned by GS1. The length of the manufacturer ID number depends on the number of UPCs the manufacturer will need. The manufacturer must order this number from GS1. Information is available at:
<http://www.gs1.org/barcodes>
Or you may contact GS1 (see Appendix A). More than one manufacturer ID can be assigned if needed.

Description of y: The next digits represent the item and are called the item number. The number is assigned by the manufacturer and must be unique to each product (combination of style/color/size). It is essential to the improved buy/sell process sought by Dillard's and other retailers that one UPC represents one style/color/size. GS1 guidelines recommend using sequentially assigned item numbers.

Description of z: The final digit is used to verify the accuracy of the UPC when the bar code is scanned and is called the check digit. The check digit is calculated using a formula called Modulus 10. This formula uses the first eleven digits to compute the check digit. Most software packages used to print or generate UPC numbers will do this calculation for you. The Modulus 10 formula is also available from GS1. You can go to the following webpage which has a check digit calculator:
http://www.gs1us.org/solutions_services/tools/check_digit_calculator

Vendors must use unique descriptions in their UPC information.

Descriptions are used to identify the difference in goods at the SKU level. A shirt that comes in many shades of red must have various color descriptions at the SKU level, for example, RED, DARK RED, ROSE, PINK, etc.

UPC Life Cycle

The UPC and related trade item/color/size (seller SKU) information must be available to the retailer during the entire product life cycle. This life cycle includes buying and shipping from the seller, stocking and selling by the retailer and post sales reporting. Therefore, the retention of this information in a vendor's UPC Catalog must be long enough to ensure the retailer has the correct information to scan and report. The minimum retention period of a UPC is **30 months**. If the retail product life cycle for a particular SKU is longer than 30 months, the vendor is obligated to establish a retention period that accommodates that life. If a UPC number has been assigned to a style/color/size that was never manufactured, the UPC number may be deleted from the catalog immediately. The UPC number may be reassigned to another style/color/size no earlier than **12 months** after deletion from the seller's catalog.

EAN

Dillard's also accepts the European Article Number (EAN) as a method of marking items. The EAN is 13 digits with the first digit being a country code. This document deals with implementation of the UPC it does not discuss the EAN. If you use the EAN, simply replace the word UPC with EAN.

GTIN

Global Trade Identification Number (GTIN) is a new term that can be used to identify either the UPC or EAN. Dillard's will continue to transmit and receive either the 12 digit UPC or 13 digit EAN. There are no plans to start trading the UPC or EAN as a 14 digit GTIN in EDI documents.

Dillard's Exclusive Brand or Private Label Products

If you produce Dillard's Exclusive Brand products or private label products, follow the procedures stated in this manual for general marking methods and general information about marking. There are additional requirements for Exclusive Brand products and private label products that are not discussed in this manual. Contact your Dillard's merchant or our Product Development Department to discuss these requirements.

Product Identification Guidelines for all Merchandise Vendors

1. Assign Component UPC numbers to all products (Each unique style/color/size)
If you ship or if Dillard's orders by Prepack you will need to assign a Prepack UPC number for each available pack size in addition to the UPC for the individual sellable colors/sizes. (See Section X for more details on Prepack marking & packing.)
2. Maintain a UPC catalog on the InterTrade ecCatalogue or Inovis Catalogue.
(See Section VII for more detail on the UPC Catalogs and Appendix A for contact information)
3. Mark all items sold to Dillard's with UPC barcodes and 12 character human readable UPC numbers
(See Section VIII for more detail on barcodes and Section IX for more detail on UPC Marking.)
Mark all prepack inner carton/package or shipping carton prepacks with Prepack UPC barcodes
4. Use UPC or Prepack UPC numbers on all documents shared with Dillard's, both EDI and paper
(be sure the UPC number you reference on documents are 12 digit numbers, do not drop leading zero's from the UPC)

Implementation of UPC and Electronic Catalog

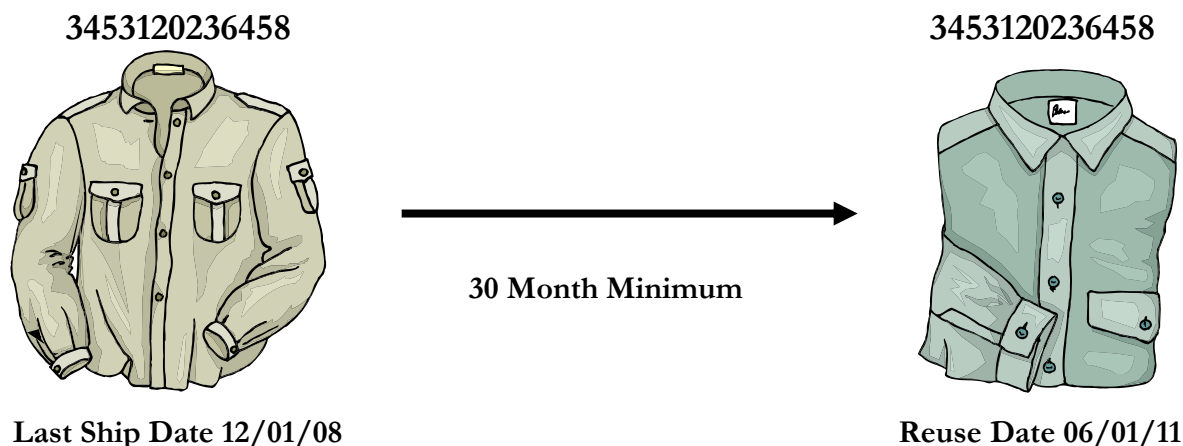
1. Apply for a Manufacturer's ID number and get a block of UPCs. Go to; <http://www.gs1.org/barcodes>
2. Assign a unique UPC to each Style/color/size
3. Contact Inovis or InterTrade to set up an Electronic UPC Catalog.
4. Add trading partner access for Dillard's to Catalog once set up is complete and notify upc.catalog@dillards.com

Set up and access to style/color/size/UPC information should be completed within the 60 day new vendor exemption period. If it is going to take longer than 60 days, please contact upc.catalog@dillards.com with an explanation of the delay and an estimate of when set up will be completed.

UPC Lifecycle

UPC or Style (PID) numbers are not to be reused for 30 months from the last ship date.

Vendors who reuse an UPC or PID number to identify a product (SKU) before the 30-month window run the risk of Dillard's still tracking the old SKU in our inventory system. The new (duplicate) SKU would not be loaded into our inventory system.



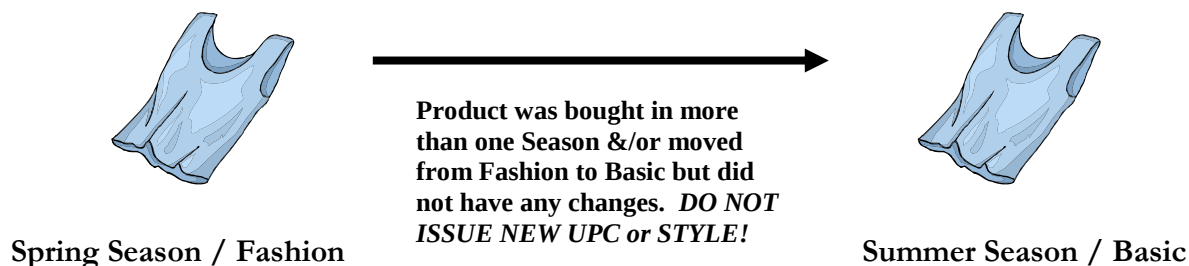
Should a UPC be reused in less than 30 months & is still active in Dillard's Automated Inventory Management System (AIMS) you will need to contact your Dillard's Merchant. Your Dillard's Merchant will have to verify if there is any inventory on-hand with this UPC under the old style\color\size. If there is inventory on-hand, you cannot re-use the UPC for the new product, a new UPC will have to be assigned. If there is no inventory on-hand with the UPC, your Dillard's Merchant will have to submit the appropriate form to remove the UPC from the old style\color\size so it can be used for the new style\color\size.

Season to Season

A product that is sold season after season must retain the same UPC number or Product (Style/Color/Size) identifier for the lifetime of the product. Vendors often change the identifiers on the same product when the same product is bought in a new season. **THIS MUST NOT OCCUR!** If the product has not had any changes the UPC or Style **Cannot Change**. If your merchant instructs you to change the UPC or Style because of a new season contact us before you make any changes by emailing upc.catalog@dillards.com with the name of the merchant making the request.

Fashion to Basic Replenishment

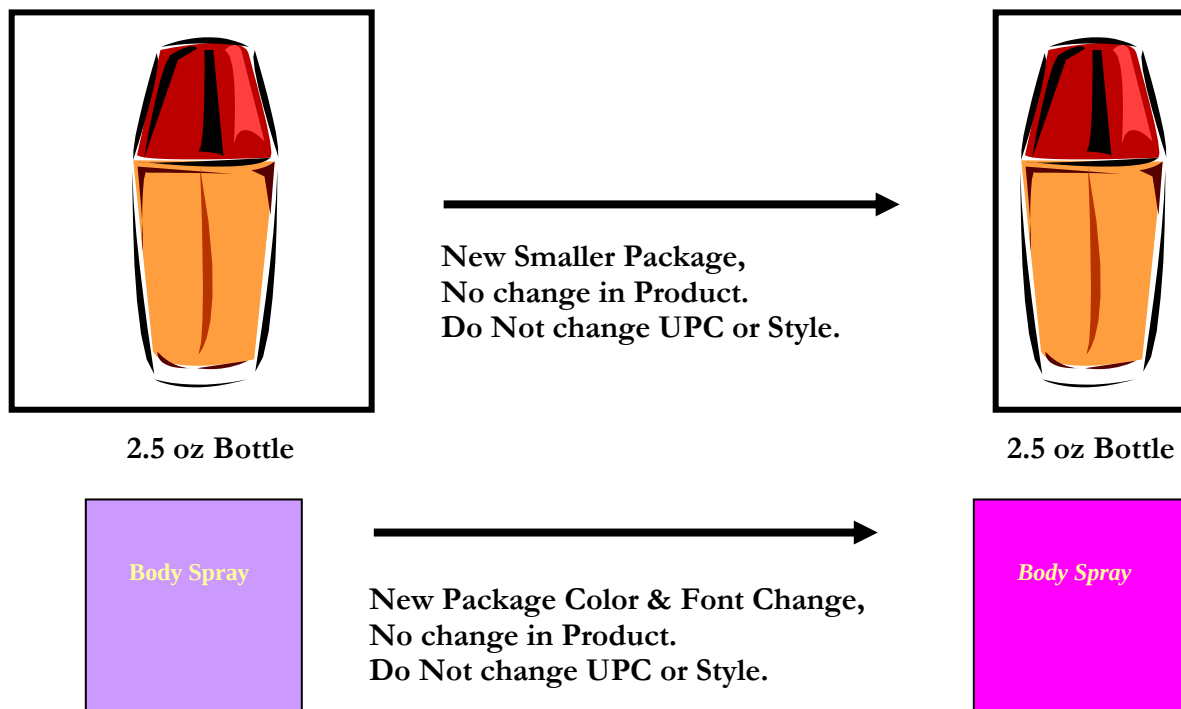
If a product type changes from being ordered as a Fashion product to being ordered as a Basic Replenishment product the UPC number or Product (Style/Color/Size) identifier **Must Not Change!** If the actual product has not changed in any way the UPC or Style must not change.



Minor Changes

UPC or SKU (Style/Color/Size) info must stay the same for the life of a product.

A product must retain the same UPC number or Product (Style/Color/Size) identifier for the lifetime of the product. Vendors often change the identifiers on the same product when packaging changes. **THIS MUST NOT OCCUR!** Minor changes or improvements do not require the allocation of a different UPC. Examples: label artwork redesign, minor description changes that do not impact the supply chain, gross dimension change in any axis of less than 20% with content quantity or measure unchanged.



If your company chooses not to follow Dillard's policy and changes a UPC you will need to:

1. Update your Inovis or InterTrade UPC Catalog with the new UPC
2. Contact your Dillard's Merchant so they can submit the appropriate UPC Merge/Change form to have the UPC corrected in AIMS.
3. Complete the Dillard's Style/UPC Change form obtained from your Merchant.
4. Verify any outstanding Purchase Orders have been updated with the new UPC.

If your company chooses not to follow Dillard's policy and changes a Style you will need to:

1. Update your Inovis or InterTrade UPC Catalog with the new style information.
2. Contact your Dillard's Merchant so they can submit a Style Change form.
3. Complete the Dillard's Style/UPC Change form obtained from your Merchant.
4. Verify any outstanding Purchase Orders have been updated with the new style

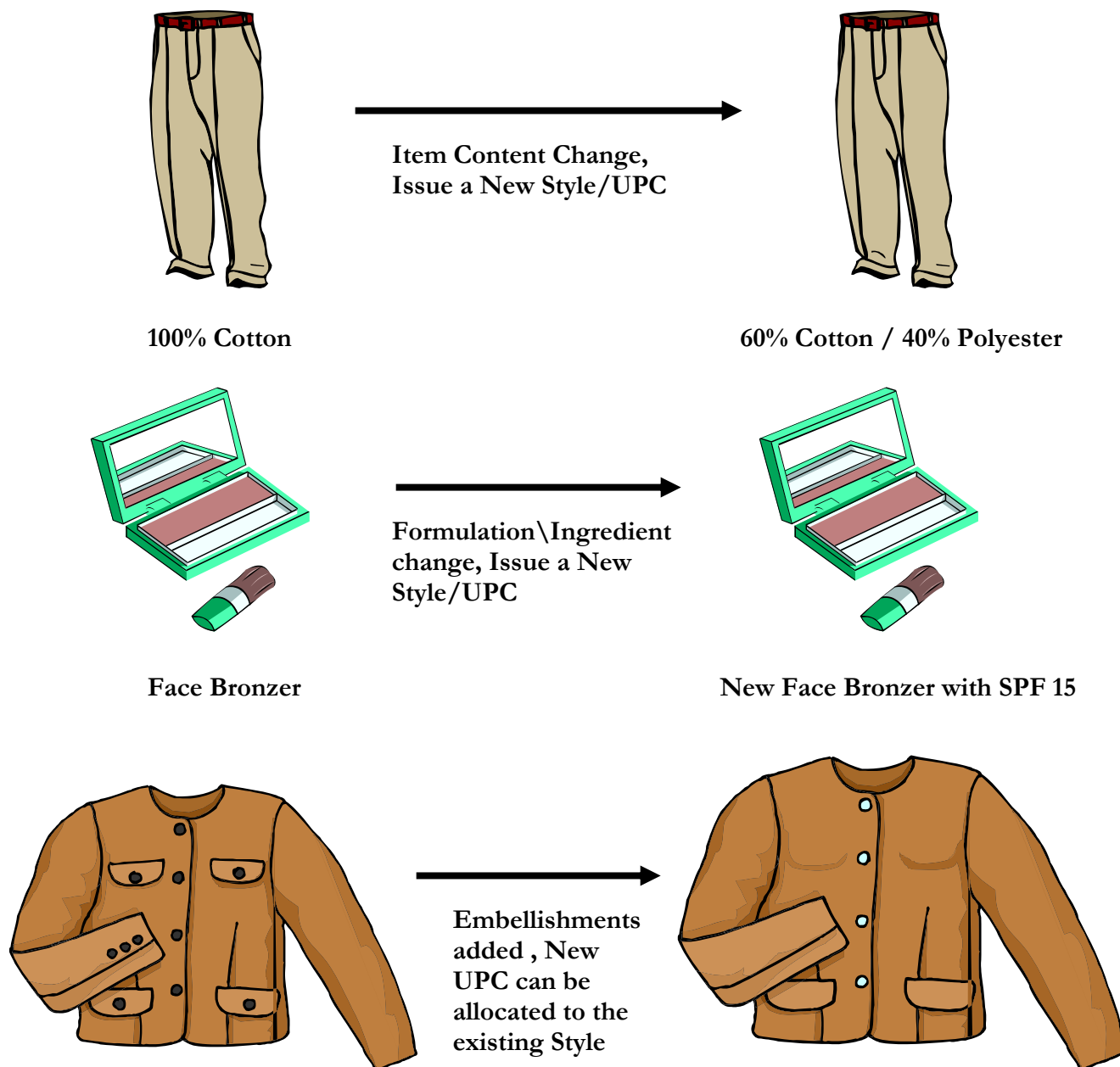
Note: Updating your InterTrade or Inovis UPC Catalog alone does not ensure the data is corrected. You must follow up with your Dillard's Merchant to verify our Inventory System and any approved POs have been updated.

The Maintenance Charges for either a UPC or Style change are:

\$250 per Occurrence
\$50 per UPC/Style update
\$10 per PO updated

Accepted Style/UPC Changes

If the material content, ingredients or the consumer will be able to easily distinguish between an old & new product/item, then a new UPC can be allocated.



After the New Style and/or UPC have been allocated you will need to:

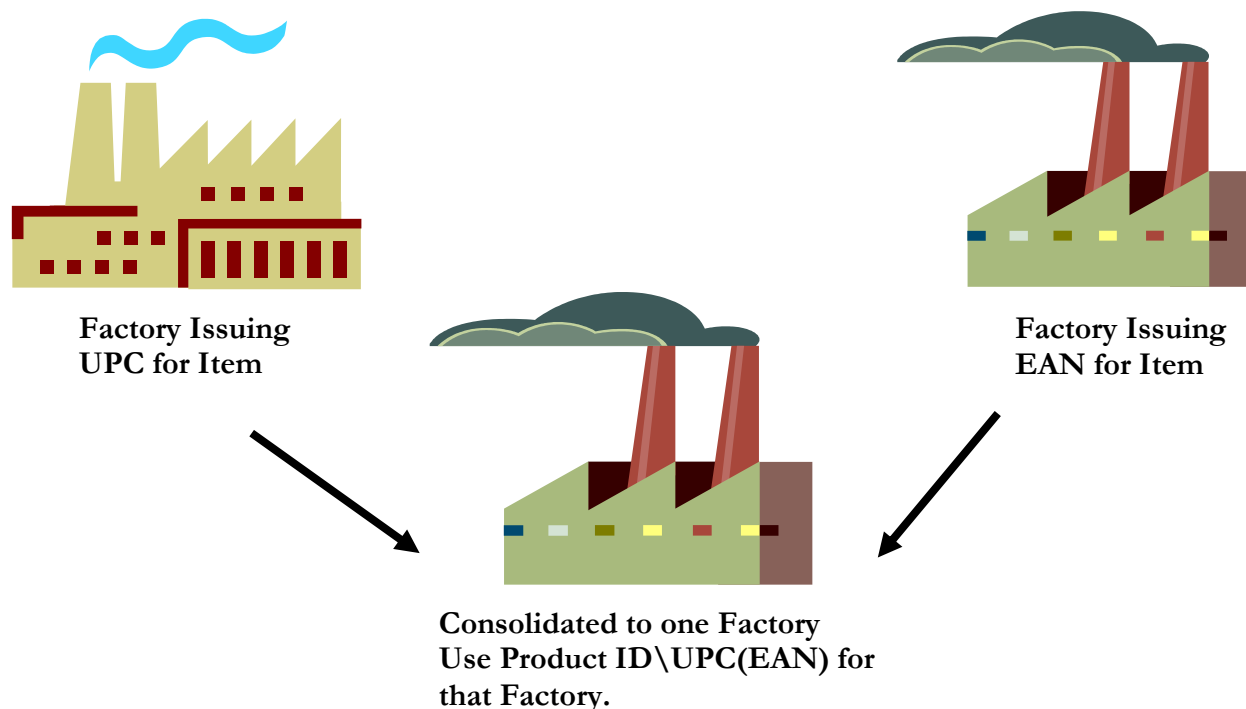
1. Update your Inovis or InterTrade UPC Catalog with the new Style and/or UPC
2. Contact your Dillard's Merchant so they can submit the appropriate UPC Merge/Change form if necessary to have the UPC corrected in AIMS.
3. Complete the Dillard's Style/UPC Change form obtained from your Merchant.
4. Verify any outstanding Purchase Orders have been updated with the new UPC.

Note: Updating your InterTrade EC or Inovis Catalog alone does not insure the data is corrected. You must follow up with your Dillard's Merchant to verify our Inventory System and any approved POs have been updated.

There is no Maintenance charge for UPC Changes/Merges completed due to product content changes if you follow the above guidelines.

Manufacturer Change

If the product has been being produced with a UPC at one factory & an EAN at another factory & you consolidate to one factory use the Product ID\UPC(EAN) from the factory that will be producing the goods .



You will need to contact your Dillard's Merchant about the change so they can submit the appropriate forms to maintenance our Inventory Management System. There is no Maintenance charge to merge the UPC into the EAN or vice versa.

Communication is the Key

Contact your Dillard's Merchant **Before** you make any changes to existing Styles or UPCs to let them know what you are planning on changing & why. It would also be a good idea to email upc.catalog@dillards.com the same information so that all parties involved are aware of the changes you want or need to make. This will help avoid confusion & possible receiving problems that could occur if Dillard's is not notified of your changes.

Section VII – UPC Catalog Implementation

UPC Catalogs

GXS and InterTrade have UPC catalogs that archive the manufacturer's UPC numbers and associated product information. This archive of product information is used within various Dillard's application systems to cross-reference UPC numbers to their product attributes. The vendor who owns the UPC numbers is responsible for keeping the UPC Catalog current. Dillard's requires use of the GXS or InterTrade Catalog due to problems associated with receiving product information via mail, fax, phone and magnetic tape, an unmanageable function. The catalog provides a uniform method of retrieving product information that is both timely and accurate. By integrating this automatic retrieval method into its inventory management system, Dillard's can minimize problems associated with maintaining product information for millions of different items. See Appendix A for contact information.

Automated Replenishment Programs, Price Look-Up Programs, etc. work in conjunction with the UPC catalog.

Catalog Implementation

1. Contact your Dillard's merchant (buyer) and the Dillard's Product Catalog Manager when you are ready to begin implementation. Discuss your catalog format with the merchants prior to loading your UPC information to the catalog. The style you load must match the one given to the merchant at market.
2. Order your manufacturer number(s), if you have not purchased one already, from GS1 Go to; <http://www.gs1.org/barcodes> **Note: *Do not purchase your manufacturer number from any other source. This causes problems in receiving as your manufacturer number is no longer unique & can cause a shipment to be refused.***
3. Assign UPC numbers for all products. If your current software cannot assign UPC numbers to your products call Inovis or InterTrade for a list of UPC management software vendors. UPC management software allows you to load a local UPC catalog manually or automatically by interfacing with your current application. The software will generate your UPC numbers for you. Duplicate UPC numbers are avoided and the proper check digit is calculated.
4. GXS & InterTrade can assist you in creating your selection codes on the catalog. They can also provide software for online catalog access. You must authorize the selection codes you want Dillard's to be able to access. ***Dillard's is unable to access your UPCs without this authorization.***
5. Load style\color\size\UPC info to the catalog. Contact GXS or InterTrade for information on possible ways to load the data to the catalog.
6. If Dillard's orders by Prepack, assign a Prepack UPC for each Prepack. Load the Prepack UPC and cross-reference to all component UPCs that make up the Prepack. See Section XVIII Prepacks for additional Prepack detail.
7. Notify your Dillard's merchant and the Dillard's Product Catalog Manager when your catalog has been loaded.

UPC Catalog Assistance

If you need additional assistance or have questions please contact us at upc.catalog@dillards.com

UPC Catalog Issues

The vendor's line list/fact sheet must match the product information loaded into the catalog.

The catalog must have the same UPC numbers, style numbers, descriptions, sizes, etc, as on any paper documents supplied at market so that the merchants can order the right goods when they return from market.

After testing on the UPC Catalog, vendors need to provide Dillard's with access to the catalog.

Dillard's is often told that a vendor's catalog is loaded, but the vendor neglects to give Dillard's access to the catalog during setup. Dillard's must contact the vendor and get the access setup, which causes a delay in getting the UPC information downloaded into Dillard's systems and the merchant being able to start the ordering process.

Timing of UPC catalog loads into AIMS (Automated Inventory Management System).

When a vendor updates the UPC Catalog, UPC data can be extracted the next morning by our merchants.

When additional colors and sizes are loaded for the same style at a later date, those UPCs will flow automatically into Dillard's "Automated Inventory Management System" (AIMS) 48 hours later.

Changes to the UPC Catalog without first notifying Dillard's create problems for Dillard's and the vendor.

You will need to notify Dillard's of any size, color, UPC changes made to styles listed on the UPC Catalog so that Dillard's can properly update our system and any outstanding orders. Excessive changes made outside of the GS1 UPC standards will be subject to chargebacks of: \$250.00 per Occurrence, \$50.00 per SKU changed and \$10.00 for each PO updated.

You must notify Dillard's about any deletion of a UPC number from the UPC Catalog.

A vendor may load a full catalog prior to or during market, then after market decide not to manufacture certain products. If the vendor then wishes to delete from the catalog the SKU not being produced, they must notify the merchant and Dillard's Product Catalog Manager so that Dillard's can properly update its systems and any outstanding Purchase Orders. This coordination is necessary to ensure that the UPC can be reused prior to the 30-month window mentioned above. All changes to existing SKU information on the catalog should be communicated through the merchants.

Vendors should realize that putting UPC information into the UPC Catalog does not mean that they are required to do Automatic Replenishment or Quick Response.

Some vendors do not want to do UPC marking because they believe this will force them into doing "Automatic Replenishment" or "Quick Response". The vendor and the Dillard's merchant will decide if the given merchandise is to be put into an "Automatic Replenishment" program. Loading items into the UPC Catalog does not imply the items are classified as "Quick Response".

Section VIII – Barcode and UPC Ticketing

What is a Barcode?

A barcode symbol is an arrangement of bars and spaces that encode information. Wand and scanning equipment is available which will read the barcode and decipher the encoded information, translating the information into numbers or characters. The UPC barcode will carry the 12-digit UPC number, so that the wand and scanning equipment will read the UPC barcode and determine the corresponding UPC number. Note that in the reading process, the wand and scanning equipment is constructed to re-compute the check digit, and reject the reading if the re-computed check digit is not the same as the barcode check digit.

Why use a Barcode?

A barcode is error-resistant. The read error rates are approximately one in several million. There is no human error to be considered when transferring the encoded information from the barcode to a computer. Also, the speed of reading barcodes is approximately 800% faster than entry of the same information by keystroke.

Why Dillard's is Committed to UPC Barcodes?

Dillard's has realized the importance of using UPC numbers for ordering merchandise, tracking inventory, reporting sales information, and resolving invoices against purchase orders for payment. The UPC number must be encoded as a barcode in order to assure the speed of capture and accuracy of read needed at point of sale (POS).

Barcode Guidelines and Specifications

The following guidelines and specifications should be adhered to:

Character Encoding:

Check visually by verifying that the human readable numbers are correctly listed. Also verify to determine that when scanned, the correct information is encoded.

Bar and Space Dimensions:

Each barcode specification defines the exact or ideal measurement for each bar and space along with a "plus or minus" (+/-) tolerance that allows for slight deviations from the ideal. The need to adhere to these specifications cannot be emphasized enough. *Each ten thousandth of an inch that an element exceeds the tolerance increases the possibility that a scanner will not read the code.*

Print Contrast Signal:

PCS is determined by the following formula:

$$\text{PCS} = (\text{Reflectance of background} - \text{Reflectance of bar}) / \text{Reflectance of background}$$

The specifications for each symbol state a minimum PCS that must be met. The key to PCS is having the correct combination of bar and background colors. Remember that the human eye is not an accurate judge of adequate print contrast!

Character Clarity:

Bars with rough edges and voids as well as spots that appear in the spaces are confusing to barcode readers. Good barcode printing will have bars with "sharp" straight edges and "clean" spaces.

When to Sample Printer Output

If you have your own barcode printer, you should sample printer output:

- At the time of printer installation
- After each performance of preventive maintenance on the printer
- After each change of label material or printer ribbon
- Once per week, minimum, daily is preferred

If you have barcode printing done commercially, you should sample printer output:

- At the beginning of each run
- In the middle of each run
- At the end of each run

Barcode Label Printer Recommendations

Dillard's encourages the use of thermal transfer printers for producing UPC labels.

Vendor-Marked UPC Labels

Most goods at Dillard's are being shipped with UPC barcode labels produced by the vendor. These types of barcode tickets, for branded goods, generally do not have department, class, stock, and price information printed on them.

The vendors' UPC numbers are stored in Dillard's Automated Inventory Management System (AIMS), and are cross-referenced with the Dillard's department number and current retail price from our Price Look-Up (PLU) files.

The UPC barcode will be scanned at various stations within our distribution centers (DC) and stores. When the DC's scanner reads the UPC barcode at time of receipt, the item will be checked against the purchase order and added to our inventory. When the store's POS barcode wand reads the UPC ticket the POS terminal will print the UPC on the sales check. It will also print the Dillard's department number and current retail price from the PLU files.

Dillard's uses your UPC barcode throughout our inventory control process. *It is imperative you mark your goods correctly!*

Information on Vendor-marked UPC Labels

Minimum information required: UPCA barcode
 UPCA 12 digit human readable # (13 digit if EAN)

Additional recommended information: Vendor Style
 Vendor Color
 Vendor Size

Note: Vendors supplying us with either private label or exclusive merchandise should contact the merchant or our Product Development Department to discuss ticket requirements

Recommended Literature for UPC Marking

UPC Symbol Specification Manual
UPC Marking Guidelines for General Merchandise and Apparel

Obtain these manuals from GS1 (see Appendix A)

Barcode Quality Control

It is the responsibility of the vendor to provide barcode labels that meet certain specifications. Equipment is available to verify that barcode symbols meet these requirements. Non-readability of the barcode will be reason to examine the barcodes on any shipment for compliance to the barcode standard. After notifying the vendor that barcode printing is not up to standard, we expect corrective action to be taken. Continued shipments of packaging and labeling with non-readable barcode from the same source shall constitute sufficient basis for returning the product to the source at the source's expense. If the product isn't sent back to the source and Dillard's tickets the product, chargebacks for re-ticketing the product could be assessed (See Appendix C, Vendor Compliance Processing Charge Policy).

Procedure for Evaluating Barcode Symbols

1. Scan a set of "control symbols". Control symbols should be film master paper positives with zero bar width reduction at the same density as the printed symbol. Paper positives should be laminated with a transparent material less than 0.005 inch in thickness. Transparent material should be replaced after 200 scans and paper positives replaced as necessary. If control symbols cannot be scanned, a verifier problem is indicated. Stop and call a supervisor.
2. Collect a sample of fifteen symbols.
3. Scan each symbol. A scan consists of one left-to-right stroke and one right-to-left stroke. At least one successful decode is required per scan. Count successful scans.
4. The first-read rate can be calculated by dividing the number of successful scans by the total scans. To express the rate as a percentage value, multiply by 100, rounding to one decimal place. Compare results to Acceptance/Rejection Criteria below.

Acceptance/Rejection Criteria

For one sample of fifteen symbols:

Accept if sample defined as "in spec" is 100%. (No failures)

Reject if sample defined, as "in spec" is less than 86%. (3 or more failures)

Test following two-sample criteria if sample defined as "in spec" falls between 86% & 100%. (Less than 3 failures)

For two samples of fifteen symbols (Total of 30 symbols):

Accept if sample defined as "in spec" is 96% or greater. (1 or less failures)

Reject if sample defined, as "in spec" is less than 93%. (3 or more failures)

Test following three-sample criteria if sample defined as "in spec" falls between 93% and 96%. (2 failures)

For three samples of fifteen symbols (Total of 45 symbols):

Accept if sample defined as "in spec" is equal to or greater than 95%. (2 or less failures)

Reject if sample defined, as "in spec" is less than 95%. (3 or more failures)

Section IX – UPC Marking Implementation

UPC Item Marking

An item is UPC marked if it has a UPCA barcode ticket attached to it, enabling the item to be scanned for selling and inventory purposes. The 12 character human readable UPC number for that barcode is also printed on the ticket in case the barcode cannot be scanned.

UPC Marking Implementation

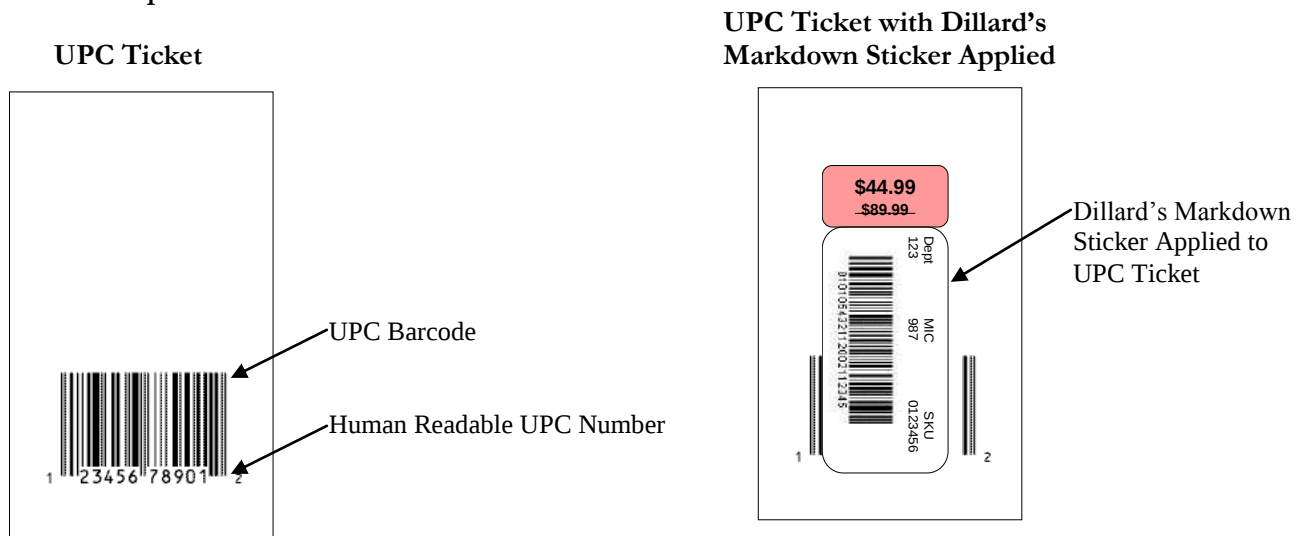
1. All merchandise **MUST BE MARKED** with a UPC ticket
 - a. If you currently have facilities for printing UPC barcodes, and your capacity will allow printing your projected volumes, then you may proceed.
 - b. If your current facilities are not adequate for printing UPC barcodes in the volumes needed contact a barcode printer vendor.
 - c. If you are exempt from UPCs your merchandise must be marked with a Style/Color/Size ticket.
2. UPC tickets must be clearly visible and accessible for scanning by the DC & Store.
3. UPC tickets must include both the UPC barcode & the same human readable UPC number (See example below).
4. Private Label Vendors must also include: Style/Color/Size/Group/DPT/MIC/ and Retail Price on the ticket.
5. UPC ticket should be large enough for a standard Dillard's Markdown Sticker (1" X 2.5") to fit on the ticket. (See example below). Exceptions would be small merchandise such as costume jewelry.
6. Set up a good quality control program for your UPC barcode tickets. For accuracy, we suggest that you:
 - a. Confirm that your ticket printing software is operating properly
 - b. Manage software changes so the resulting UPC barcode ticket is correct
 - c. Scan resulting UPC tickets to assure legibility and adherence to standards
 - d. Confirm that the correct UPC tickets are placed on goods
 - e. Check that the bar-coded number matches the human-readable number
 - f. Make sure all 12 of the human-readable digits are printed
7. Mail sample UPC barcode tickets to Dillard's for compliance testing.

Send the sample of barcode tickets to:

Dillard's
1600 Cantrell Rd
Little Rock, AR 72201
Attn: EDI Marking Manager

Include contact name & email & Dillard's vendor number with the sample tickets. You will be notified once your UPC barcode tickets have been approved.
8. Use 12 digit UPC numbers on all EDI documents shared with Dillard's.
9. If you ship in a polybag with a UPC sticker, the UPC must match the UPC attached to the item & the barcode must be UPCA symbology. This applies to Branded (your label not Dillard's) Merchandise only.

UPC Ticket Examples



Retail Price

Retail price is not transmitted on the PO unless your Merchant requires you mark with retail. If you mark MSRP and it matches Dillard's retail the DC will not have to ticket retail. The DC will mark retail if no retail is on your ticket. There is no charge for the DC to mark retail on your tickets however it does speed up the receiving process if the DC does not have to create and mark retail. If you do mark retail a perforation at the bottom of the UPC Ticket with the retail price is an acceptable option. (See example below).

Marking at Manufacturing Time versus Marking at Shipping Time

It is recommended that merchandise be marked with UPC codes at the time of manufacturing. This will decrease the possibility of not marking each piece of merchandise with an UPC code or marking the merchandise with the wrong UPC code. Waiting to mark at shipping time increases the possibility of not marking with UPC numbers or attaching the wrong UPC number to the merchandise.

Mis-Marked Merchandise

An issue that has created many problems and extra work in our receiving process is when merchandise is received that is mis-marked, or not marked with the proper UPC. Our 'mis-mark' charges are \$50 per SKU plus \$1 per unit on all mis-marked merchandise. *

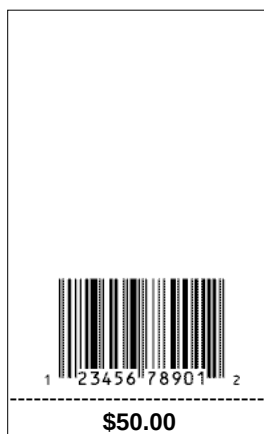
Prepack Marking

See Section XVIII – Prepacks for marking instructions & examples

***See Appendix C for more detail on Vendor Compliance Processing Charges.**

Retail Price Example

UPC Ticket with Retail In Perforated Section



How to Attach UPC Tickets to Goods

The UPC ticket should be carefully placed on an item so that it will remain on the item until it is scanned at the point-of-sale terminal. UPC tickets for apparel must be attached to garments so that the customer may try them on without removing the tickets. *The Swift-Tac gun is the preferred method of attaching the UPC ticket to apparel.* Shoe manufacturers should attach the UPC ticket to the box containing the product.

Some problems that Dillard's has encountered due to the way UPC tickets were attached to garments are:

1. When the UPC ticket on a string tag is wrapped around a garment button, the ticket falls off when the customer tries on the garment.
2. When a small brass safety pin attaches the UPC ticket to the garment, some customers remove the pin for ease in trying on the garment, without reattaching it. Some customers have taken the garment home, removed the pin, worn the garment, and returned to Dillard's in soiled condition. Using plastic attachments for UPC tickets stops this practice.
3. If a plastic bag holds the item, do not imprint the UPC ticket directly onto the bag. High gloss reflection from the plastic bag or stretching of the ticket may occur creating scanning problems. Use a sticky white ticket and apply it to the plastic bag. If the UPC ticket is only attached to the item in the bag put a slit in the bag so that the ticket can be scanned. Private Label vendors that ship merchandise in a polybag should attach a "gen-ship" UPC to the polybag in addition to the UPC Ticket attached to the merchandise.

Attaching UPC Ticket Examples

Example 1 - If UPC is on the back of the brand name hangtag

Step 1: Attach the hangtag with the brand name facing up.

Step 2: For shipping and receiving, the hangtag must be turned over in order for the UPC to be face up and scanned by the DC. Once the merchandise is received at the store it will be displayed with the hangtag facing up and the UPC facing the merchandise.



Step 1 Attach Brand Name Facing Up



Step 2 Turn Over so UPC is Facing Up

Example 2 - If UPC is on a separate ticket, attach to merchandise face up in order for the UPC to be scanned.



Pack and Ship UPC Side Facing Up

Section X – Packing

General Packing Guidelines

Packing Slips – are ***Not Required or Used*** except for Direct Store Shipments (See Section XVII-Direct Store Shipments)

One PO Per Carton – There can be no more than one purchase order number packed in any carton.

By Store or Door Packing – Pack for each Store on the PO & **Ship to the DC indicated; Do Not Ship Directly to the Store!** Each Store Carton must be marked with a 128 Carton Label.

Bulk or Consolidated Packing – Pack by Style in the carton. If there is room in the carton it is OK to pack more than one style in the carton. Packing by style speeds up the receiving of the goods at the DC. Mark each carton with a 128 carton label (Place on the sides or ends of the carton only).

Product Protection – Dillard's requests that you poly bag each piece of your merchandise. We have had issues where lighter colored merchandise gets dirty due to the DC sorting, picking & packing process. Individual poly bagging will ensure that the product gets to the stores in saleable condition.

Carton Sizes

Minimum Carton Size: Length 9" Width 6" Height 3"

Maximum Carton Size: Length 48" Width 26" Height 32" Weight 50lbs.

Parcel shipments should not include cartons that exceed 130 inches in length and girth. The length and girth of a package is (length) plus (two times the height) plus (two times the width). Call Dillard's Corporate Logistics for approval on parcel shipments where a single item is too large to fit in a carton less than 130 inches in length and girth..

Hangers

Hanging goods are processed in a different location in the DC. When hangers are included with merchandise the outside of the carton must be marked "**Hangers**" or have a picture of a hanger or have a hanger sticker. **Merchandise on hangers Cannot be Packed** in the same carton with merchandise not on hangers.

Product Protection – Dillard's requests that you poly bag each piece of your merchandise & secure it to the hanger. We have had issues where lighter colored merchandise falls off the hanger and gets dirty due to the DC sorting, picking & shipping process. Individual poly bagging & securing the merchandise to the hanger will ensure that the product gets to the stores in saleable condition.

If hangers are included, Dillard's requests that you follow the Voluntary Inter-Industry Commerce Standards (VICS) Hanger Committee new standards created to **lower the cost and reduce the environmental impact of hangers** throughout the retail value chain. The new guidelines, which change the standard color of "department store" hangers (with metal hooks) from clear to **matte black** (does ***NOT*** impact ***infant's wear, toddler's and intimate apparel foundations such as daywear, panties & bras.***), were developed collaboratively by VICS members, including retailers, apparel companies and hanger suppliers. **We are asking our vendors to begin using this new black hanger for Spring 2012 shipments.** Men's Suits & Outerwear require specific hangers; please contact your Dillard's Merchant for details.

If sizars are used Dillard's requests the use of 0041W sizars on Infant hangers, 0043w on Men's Outerwear Hangers or 301 Locking Mini Marker sizars on the hangers.

Dillard's Private Label Vendors should refer to the Hanger Guidelines available in the DPSA section on eBiz.

Dillard's does not assess hanger or sizer violation chargebacks. Chargeback's may occur if you fail to indicate that hangers are included in the carton.

Masterpacks (*PO Must Be By Store*)

Masterpacks should only be used if your normal shipping carton does not meet the minimum size requirement.

A Masterpack is one shipping carton containing several small boxes, each for a different individual store. Shipments packed by store and covered by one purchase order number may be master packed in one carton. If the cartons inside the shipping carton are not for different stores it is not a Masterpack. ***If you have more than one inner carton for the same store please email vendor.compliance@dillards.com & explain why you are Masterpacking your merchandise.***

Each inner carton must be marked with a 128 Label containing the store number; do not put a 128 label on the outside of the Masterpack carton.

There is no UPC assigned to the Masterpack.

Use a standard shipping label for the Masterpack carton. (See Section XII for label instructions)

Clearly mark **“Masterpack”** on the carton. You can use a printed sticker or permanent marker. *This alerts the DC that they need to open the Masterpack carton and scan the 128 labels on the boxes inside.*

Clearly mark the PO number on the outside of the Masterpack carton in at least 3/8” tall numbers.

Prepacks

See Section XVIII – Prepacks for instructions & examples of Prepack packing

Internet Store Packing

Please see Section XX – Internet Store Guidelines, for shipments to the Internet Store (currently 0698) that currently ship via DC 0024.

Section XI – Shipping Information & Requirements

Vendor Profile

This form is used to update current vendor records and create new profiles. Our Extranet site, ebiz.dillards.com, requires shipper specific information in order to gain access. If your information is not set up you will not be able to access our Extranet application. Complete a “Dillard’s Corporate Logistics Department Vendor Profile” ***for each*** of your ship from locations. This profile is located on the web at “ebiz.dillards.com” (do not use www for this site). To access the profile select the following:

1. Start Here
2. Vendor Docs/Guides
3. Vendor Docs
 - a. Vendor Profile - Once this form is submitted you will be able to submit routing request after 1 business day.
 - b. Profile Changes - Contact Dillard’s Corporate Logistics at (501) 455-6620 when changes need to be made.

Ship, Cancel & Penalty Dates

Dillard’s purchase orders contain a ‘do not ship before’ (Start Ship) and a ‘do not ship after’ (Last Ship or Cancel) date. All merchandise must be tendered to the designated carrier between these dates:

Start Ship Date - This is the first day a shipment can be picked up by the carrier.

Last Ship Date - This is the last day a shipment can be picked up by the carrier.

If you ship on or between the ‘do not ship before’ and the ‘do not ship after’ dates and use designated carriers you are not responsible for the actual arrival date. .

Penalty Date – This is the last day a shipment can be picked up by the carrier without a penalty discount on the cost of goods. This is a pre-arranged agreement between your company and your Dillard’s Merchant. In this case the Penalty Date is transmitted in place of the Last Ship Date in the PO. All PO dates can be verified by checking PO Inquiry on eBiz.

Dimensional Weight Calculation

Parcel Shipments

When calculating total shipment weight for parcel shipments you must use dimensional weight or actual weight whichever is greater. Use the following to calculate dimensional weight:

- Determine the volume of each carton by multiplying the length x width x height (in inches)
- If the resulting cube is less than 5,184 the package will not be subject to dimensional weight therefore the actual weight will be used to calculate shipment weight.
- If the resulting cube exceeds 5,184 cubic inches (3 cubic feet) divide the cubic inches by 166. This will determine the dimensional or billable weight used by the parcel carrier to determine package charges.

Example:

A shipment consists of 10 cartons. 5 cartons measure 18” x 22” x 26” and weigh 15 pounds each and 5 cartons measure 16” x 16” x 12” and weigh 8 pounds each.

Total actual weight of the shipment

5 cartons x 15 lbs = 75 lbs

5 cartons x 8 lbs = 40 lbs

Total weight = 115 lbs

Total dimensional (billable) weight of the shipment

18”x22”x 26” = 10,296 / 166 = 62.02 lbs which rounds up to 63 lbs x 5 ctns = 315 lbs

16”x16”x12” = 3,072 use actual weight of 8 lbs x 5 ctns = 40 lbs

The total billable weight of the shipment will be 355 lbs which exceeds the maximum weight for a parcel shipment. Therefore the shipment must be submitted through the TMS Routing Request application on eBiz.

Bill of Lading (BOL)

The BOL has taken on great importance because it can be used for the scheduling and recording of shipments as well as input to vendor and carrier EDI transactions. However, a lack of consistency decreases the accuracy and productivity of recording shipment data on the forms, as well as making the extraction of data for billing and freight settlement purposes laborious. Use of the VICS Standard Bill of Lading Form and 17-digit Bill of Lading Number address these problems and aim to reduce processing time and increase data accuracy. Dillard's requires the use of a VICS BOL for all shipments that are not parcel (Ex: FedEx Ground). (See Appendix C for chargeback information)

Dillard's BOL Requirements

VICS Standard Bill of Lading Form (See example on the following page)

(VICS Bill of Lading information and Form is available at: <http://www.vics.org/guidelines/bol/>)

Ship From Section - Must contain the physical location you are shipping from. Enter all 9 digits of Zip Code.

Ship To Section - You must list the Ship To Name as Dillard's Inc, do not put the DC name you are shipping to. List the 4-digit DC or store number next to the Location # space. The Address, City, State & Zip would be for the DC or store you are shipping to. Example; Ship To: Dillard's Inc. Location#: 0027

Special Instructions Section - List the TMS Shipment ID# and Load ID# received on your Routing Instructions from Dillard's TMS. Also list contact name, telephone, and fax number in case of a refusal.

Bill of Lading Number Section - List the 17-digit VICS BOL# you created for this shipment. All orders shipped on the same day, from the same physical location, to the same Dillard's distribution center must be covered by **one** bill of lading number and that bill of lading number **MUST** be transmitted on the ASN and invoice for all merchandise shipped. **Exception:** Master Bill of Lading – See page 46, BOL Shipment Rules.

Carrier Name Section - List the trailer number & seal number if it is a truckload shipment only.

SCAC & Pro Number Section - List the Carrier's 4-character SCAC. List the PRO# if it is available.

Freight Charge Terms Section - Mark the terms that apply to this shipment. Mark 3rd party if shipping to a non Dillard's location but Dillard's is responsible for the freight charges. If the freight terms are improperly marked by the shipper Dillard's will not issue approval to carrier's for corrections.

Customer Order Information Section

Customer Order Number: List each 10-digit Dillard's PO# contained in the shipment*

PKGS: List the Carton count for each PO listed

Weight: List the Total LBS of all the cartons for the PO listed

Grand Total: List the Total Carton Count & Total Weight for the Shipment

***Vendor assumes liability for shortages where PO numbers are not itemized on the BOL Form**

Carrier Information Section

Handling Unit: List the Total Carton Count under QTY & list CTN under Type

Weight: List the Total LBS for the Cartons

Note: The correct density and released value sub-classification must be properly listed when applicable with the appropriate number of cartons and the weight for each classification provided.

Commodity Description: List a Description of the Goods in the shipment

LTL Only: List the proper NMFC# & proper class as per National Motor Freight Classification

Note: When there are multiple NMFC item numbers for the same commodity which are based on released value, or when there are sub-classifications to the NMFC item number being shipped that are based on a released value, the shipment must be shipped using the NMFC number and/or sub-classification with the lowest released value.

Shipper Signature / Date, Trailer Loaded, Freight Counted & Carrier Signature / Pickup Date Section

The Shipper & Carrier must sign the form & the Trailer Loaded & Freight Counted sections must be checked appropriately.

Please see the following page for an example of a BOL Form with the sections highlighted that need to be filled out. Please email Corporate.Logistics.office@dillards.com if you have any questions.

Date: _____		BILL OF LADING				Page _____	
SHIP FROM						BAR CODE SPACE	
Name: _____ Address: _____ City/State/Zip: Note: Enter all 9 digits of the Zip code SID#: _____ FOB: ☐							
SHIP TO							
Name: Dillard's Inc Location #: 4-digit DC# _____ Address: _____ City/State/Zip: _____ CID#: _____ FOB: ☐							
THIRD PARTY FREIGHT CHARGES BILL TO:						BAR CODE SPACE	
Name: _____ Address: _____ City/State/Zip: _____							
SPECIAL INSTRUCTIONS: Shipper's contact information Shipment ID # _____ Load ID # _____							
Freight Charge Terms: (freight charges are prepaid unless marked otherwise) Prepaid _____ Collect _____ 3rd Party _____							
☐ Master Bill of Lading: with attached underlying Bills of Lading (check box)							
CUSTOMER ORDER INFORMATION Note: see pg. 45/"Customer Order Section"							
CUSTOMER ORDER NUMBER		# PKGS		WEIGHT		PALLET/SLIP (CIRCLE ONE)	
Dillard's 10-digit PO#		CTN Count		LBS		Y N	
Dillard's 10-digit PO#		CTN Count		LBS		Y N	
						Y N	
						Y N	
						Y N	
GRAND TOTAL		CTN Total		Total LBS			
CARRIER INFORMATION Note: see pg. 45/"Carrier Information Section"							
HANDLING UNIT		PACKAGE		WEIGHT		COMMODITY DESCRIPTION	
QTY	TYPE	QTY	TYPE	WEIGHT	H.M. (X)	LTL ONLY	
Total CTN	CTN			Total LBS		Description of Goods	
						Note: List each NMFC/Classification Separately	
						RECEIVING STAMP SPACE	
						GRAND TOTAL	
Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____ Note: List Lowest Sub-Classification						COD Amount: \$ _____ Fee Terms: Collect: ☐ Prepaid: ☐ Customer check acceptable: ☐	
NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. 14706(c)(1)(A) and (B). RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations. Note: see pg. 45 - "Shipper/Carrier Signature and Date"							
SHIPPER SIGNATURE / DATE This is to certify that the above named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the U.S. DOT. Shipper's Signature / MM/DDYY				Trailer Loaded: ☐ By Shipper ☐ By Driver		Freight Counted: ☐ By Shipper ☐ By Driver/pallets said to contain ☐ By Driver/Pieces	
CARRIER SIGNATURE / PICKUP DATE Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the U.S. DOT emergency response guidebook or equivalent documentation in the vehicle. Carrier's Signature / MM/DD/YY Property described above is received in good order, except as noted.							

Dillard's BOL Requirements *(Continued)*

VICS 17-digit Bill of Lading Number

(17-digit BOL# information is available at: <http://www.vics.org/guidelines/bol/>)

Must be transmitted via EDI in the Advance Ship Notice (856) and Invoice (810) documents.

Please use the following EDI Segment Mapping to transmit the 17-digit BOL Number:

856 - REF01 = 'BM' or 'UCB' **Note: This REF Segment is at the Shipment Level of the 856**
REF02 = 17-digit BOL

810 - CAD07 = 'BM' or 'UCB'
CAD08 = 17-digit BOL

BOL Shipment Rules

When shipping to a Dillard's consolidation location the shipper must create a master bill of lading. The master bill of lading number must be transmitted on the 856 and 810

When shipping through one of our 3rd Party Consolidation Centers (TI Logistics or NFI) the shipper must create a single bill of lading for each distribution center. These bill of lading numbers must be transmitted on the 856 and 810

When shipping LTL (Less Than Truckload) direct to a Dillard's distribution center the shipper must create an individual bill of lading for each destination. This number must be sent on the 856 and 810

On truckload shipments with multiple destinations the shipper must create a bill of lading for each destination and transmit these on the 856 and 810. No master bill of lading required

On truckload shipments with a single destination the shipper must create a single bill of lading for the destination and transmit it on the 856 and 810. No master bill of lading required

ONE shipment from ONE location to ONE destination should only be covered by ONE BOL number.

The BOL number on your BOL form must match the BOL number sent in your EDI 856-ASN for the purchase order numbers listed on the BOL form.

Shipping Frequency

In order to reduce transportation cost and maintain a smooth flow of goods, Dillard's will not allow a vendor to ship on two consecutive days to a given store, distribution center, or consolidator. **The only exception to this will be truckload shipments.**

Carton Counts

The carrier must be able to verify carton counts at time of pick-up. Bills of Lading must be signed for as cartons, not pallets "said to contain".

Vendors will be held responsible for any carton shortages on palletized (or shipper load and count) shipments where the carrier does not verify piece count.

Loading Requirements

Vendors are responsible for assisting with the physical loading of their freight onto carrier trailers. Should a carrier, due to your firm not assisting, assess Dillard's loading charges these charges will be charged back to your company.

Misconsignments

Any order shipped to a location other than the "SHIP TO" location specified on the order is a misconsignment and subject to a chargeback.

Routing Violations

Carrier Violations

Use of a carrier other than the one specified on the TMS Routing Instructions. The shipper will assume all liability for loss and damage as well as 100% of the freight cost.

Use of a parcel carrier not listed as Dillard's preferred parcel carrier. The shipper will assume all liability for loss and damages as well as 100% of freight cost.

Weight Limit Violations

The weight and cube requirements of the Routing Guide are not followed.

Multiple Shipments

Multiple shipments to the same destination, on the same day, from the same origin not combined on one bill of lading.

Excessive Shipments

Shipments to the same location on two consecutive days.

Shipment Refusal Policy

Any shipment or portion of shipment offered for delivery at a Dillard's facility with an early, late, canceled or invalid purchase order number will be refused and given back to the carrier.

The carrier will place the shipment or portion of shipment "ON HAND".

It will then be the vendor's responsibility to contact the merchant and have the purchase orders re-instated or have the goods returned. The merchant will then contact the Corporate Logistics Office if they choose to accept the goods.

ALL purchase orders refused against one carrier pro must be made valid before the shipment will be redelivered.

Only the Distribution Center Corporate Logistics Office can issue a recall to the carrier once the purchase orders have been re-instated. Under no circumstance is the vendor to contact the carrier and request re-delivery.

Freight Charges

Shipments where Dillard's is responsible for freight charges are to be shipped freight **"COLLECT"**.

Dillard's does not accept prepay and add freight terms.

Any freight charges added to an invoice will be deducted before payment.

Samples

Any shipments of samples or merchandise to the advertising departments or divisional buying offices must be shipped freight prepaid. Dillard's will not be responsible for these freight charges.

Purchase Order Verification

Purchase order dates and destination information may be verified by using the Dillard's Extranet address: ebiz.dillards.com **(do not use www.)** You will need to have a secure userid/password to access this site. If you have not been set up with a userid by your internal eBiz Administrator please contact them to be set up. If you do not know who your Administrators are please email ebiz.support@dillards.com for assistance. If your company does not have an Administrator please complete the eBiz Administrator Request form found in Appendix D of this Guide. After you sign in click on Purchase Order Inquiry under the "Start Here" drop down menu.

You may then enter up to 10 PO numbers at a time.

Be sure that you enter a complete 10 digit PO number (Include any leading zero's).

Once you have entered your PO number(s) click on "Submit".

You will then be given the following information:

Start Ship Date

Penalty Date

Last Ship Date

Ship To Distribution Center

Plan Type

If you get a "not found" or "NA" message, check to see that you have keyed in the PO number correctly including any leading zeros. Contact your buyer if you are unsure of your PO number.

If a PO has been manually "canceled" you will get a "canceled" message in the PO detail screen. If you have questions about a canceled order you would need to contact your buyer.

Air Shipments

Dillard's does not request nor encourage air shipments. However, if air shipments are necessary, the following procedures are to be adhered to:

If Dillard's is to pay for any portion of the shipment, the air shipment must be made via FedEx Express, "Bill Recipient". **Use only *** Standard Overnight or 2nd Day Service.***

Once Dillard's has paid the FedEx airbill, a chargeback will be issued to the vendor for the agreed amount.

If a carrier, other than FedEx Express is used, the vendor will be responsible for 100% of charges and 100% loss and damage liability.

Prior to Air Express shipments; the Divisional Chairman must approve any air shipment for which Dillard's is responsible for any portion of the air charges. Failure to obtain this approval prior to shipping will result in a 100% chargeback of the air freight charges to the vendor.

You may verify an air approval through the Corporate Logistics Department at traffic.office@dillards.com.

Vendors may ship using their own air freight carrier, provided they are paying 100% of the air freight and any other charges related to that shipment.

Approvals are not required for vendor pre-paid shipments.

Dillard's will not accept prepay and add shipments. Any freight charges added to a merchandise invoice will be deducted before payment.

Approvals are issued on an individual purchase order basis.

All Dillard's approved air shipments are to be shipped "BILL RECIPIENT" using the assigned account number.

Do not declare value on the air shipment.

The purchase order number must be listed in a reference field on the air bill or FedEx billing manifest. Should you encounter problems or you do not have a reference field available for the purchase order number, please email our Logistics Department at Corporate Logistics.office@dillards.com for further instruction.

There should be no air shipments made to a consolidation center.

All air shipments must be sent to the "Ship To" location on the Purchase Order.

***To obtain the appropriate FedEx Express account number for your shipment, please email our Corporate Logistics Department at Corporate Logistics.office@dillards.com
Email should include: Origin, Destination, PO number, carton count, weight and service level requested.**

Port of Entry (POE or DC Bypass)

Defined as full container shipments where the vendor is the Importer of Record and is responsible for delivery to decon DC; all vendors must be approved to deliver full containers to Dillard's prior to making POE shipments.

Specific instructions for POE Shipments are available on our extranet site: ebiz.dillards.com

Select "Port of Entry" from the drop down menu under "Start Here".

You will see a POE Container Delivery Manifest form that must be completed and sent at least 7 days prior to arrival. Failure to submit a POE Container Delivery Manifest will result in a chargeback.

You will see a "POE Documentation" button. Select this for the latest POE Shipment information.

Please email POE shipment questions to traffic.poe@dillards.com.

Parcel Shipments

Parcel shipments are defined by the Dillard's Corporate Routing Guide based on the weight &/or carton count. Please refer to the current Routing Guide to determine if your shipment falls within the guidelines for parcel shipments.

Should you have a parcel shipment the information transmitted in the EDI 810 Invoice & 856 ASN will be a little different than for the LTL or TL Shipments. No BOL information is required for parcel shipments. We do request that you send the tracking number information as indicated below:

810 Invoices

CAD04 = 4 Character SCAC; Example FedEx Ground = FDEG

CAD07 = 08 Qualifier Indicating Tracking Number

CAD08 = Tracking Number

Note: If there is more than one carton use the tracking number for the first carton

856 ASN at the Shipment Level

TD502 = 2

TD503 = 4 Character SCAC; Example FedEx Ground = FDEG

Note: Tracking number not needed in the ASN transmission

Internet Store Shipments

Please see Section XX – Internet Store Guidelines, for shipments to the Internet Store (currently 0698) that currently ship via DC 0024.

TMS Shipments

Only applies to TMS shipments as defined in the current Corporate Routing Guide

If the weight & cubic feet for a destination DC shipment constitute a TMS shipment please follow these instructions:

1. Each destination involved in the TMS process “Must” be entered separately.
2. You are required to send us this information at least two (2) business days prior to the last ship date.
This requires the use of the Dillard’s extranet site, ebiz.dillards.com, to enter TMS information. You will need to have a secure userid/password to access this site. If you have not been set up with a userid by your internal eBiz Administrator please contact them to be set up. If you do not know who your Administrators are please email ebiz.support@dillards.com for assistance. If your company does not have an Administrator please complete the eBiz Administrator Request form found in Appendix D of this Guide. This information will allow us to combine LTL (less than truckload) shipments, from different vendors in the same geographic area, into single truckloads thus allowing us to move freight faster resulting in higher inventory turns for your goods.
3. Your shipment estimate(s) must fall within 10% of the actual shipping totals.
Chargebacks will be issued (See Appendix C) to those vendors that exceed this 10 percent rule. Your shipping totals consisting of weight, cubic feet, and carton counts are of vital importance. The routing instructions, which will be given to you in reply, will be based on the shipping totals we are given.

Volume Calculation

Cubic feet per carton can be calculated using the following formula example:

Multiply width (ex. 25”) by height (ex. 30”) by length (ex. 35”);

Divide total number by 1728 (total inches per cubic foot).

Therefore, $25 \times 30 \times 35 = 26,250$ AND $26,250 / 1728 = 15.19$ cubic feet per carton.

Linear Foot Rule: One linear foot (loaded from truck floor to truck ceiling) equals 74 cubic feet.
Example: 10 linear feet = 620 cubic feet.

Pallet Cube Rule: One 48 inch by 48 inch pallet (loaded from truck floor to truck ceiling) equals 147 cubic feet.
Example: 4 Pallets = 500 cubic feet.

Trailer Seal Information

You are required to seal any truckload trailer, for which Dillard’s schedules to pick up your freight.

This seal # is to be written on all bill of lading copies.

Any trailer that is not properly sealed and documented could result in a claim against your company.

All full truckload shipment counts are the responsibility of the vendor; Shipper Load and Count (SLC).

Transportation Management System (TMS) Extranet Selections

This selection is used to enter Volume Shipment Information for Routing Instructions.

Enter New TMS

This section allows you to initiate a new TMS pick up request..

To enter the new TMS data you will need to supply your shipping Zip Code and valid PO number.

You must create a separate TMS form for **each** ship to location

Each TMS shipment must have its own unique Bill of Lading (BOL) number (use the 17 digit VICS BOL# if available).

Each TMS section must have at least one PO number attached.

Information needed to create a TMS:

Bill of Lading Information (BOL number, ready date)

PO Information (total cubic feet); total weight and cartons are summaries of the detail information (no entry required for these two sections).

Detail Information (purchase order number(s), cartons, weight, & freight class)

Edit TMS

This section allows you to edit only today's pending TMS(s). Since the daily extranet transactions are downloaded to the Dillard's system nightly, any changes to a previously entered TMS can only be done on the same day that it is entered. Any changes you wish to make on previous days entries have to be communicated to Dillard's Corporate Logistics Department, you should call (501) 455-6620 or email tms.routing@dillards.com. Remember in order to edit a current days TMS entry, you must know the entered BOL number, shipping zip code, and an associated PO number.

TMS Shipment Violations

(See Appendix C for Violation chargebacks)

TMS Faxing

Any TMS form received via fax will be assessed an administrative chargeback for each ship to location received.

Loading Charges

Any loading charges assessed to Dillard's by a carrier.

Load Sequence

Load all orders in the sequence as shown on your Dillard's pick up notice.

Volume Shipment Size

Your company must follow the 10% guideline as described under Volume Shipments.

Palletization

Pallets are permitted as long as cartons are stacked at least 6 feet high and correct cube is entered on the TMS form.

Bill of Lading for Volume Shipping

The Dillard load ID# must be shown on the Bill of Lading form under Special Instructions.

Section XII – Carton Marking

Carton Marking

Dillard's requires all cartons to be marked with a 128 Label or a Standard Shipping Label. The 128 Label is required if you are sending the EDI 856 (ASN) document. See the following page for a sample approved 128 Label. A Standard Shipping Label is required if you are not sending the EDI 856 (ASN) document. Cartons received without the required label could be refused and are subject to chargebacks. See Appendix C, *Dillard's Vendor Compliance Processing Charge Policy* for more information.

128 Label Required Data

- Ship from Address
- Ship to Address
 - When shipping direct to a Dillard's DC:
Ship to = Dillard's DC number and the DC address
 - When shipping to a Third Party Consolidator (3PL):
Ship to = Dillard's final destination DC number and the DC address
 - When shipping to Dillard's DC Consolidation Center:
Ship to = Dillard's final destination DC number and the Dillard's Consolidation Center address

- Zip Code (Bar-coded and Human Readable)
- PO Number (Bar-coded and Human Readable)
- Department Number (Human Readable)
- Pack For Store Number (Human Readable)
- Carton Number (Bar-coded and Human Readable)

Bar-code Dimensions:

- Minimum of .25" quiet zone on both sides
- Postal Zip Code & PO Number minimum of .5" high
- Serial Shipping Container Code(SSCC) minimum of 1.25" high and 3.1" wide

Human Readable Dimensions:

- Minimum of 3/8" High

You may use other data items on your 128 Label as you deem necessary. We need these data fields to process the carton if the carton number or barcode cannot be scanned or read.

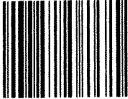
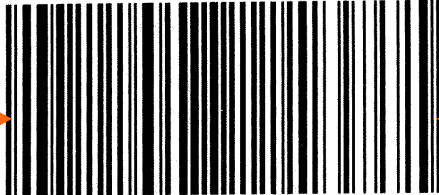
128 Label Testing

Mail a sample 128 Label to Dillard's for compliance testing:

Dillard's
1600 Cantrell Rd
Little Rock, AR 72201
Attn: EDI Marking Manager

The sample 128 Label(s) must be from the printer(s) you will be using to create your production 128 Labels. Be sure to include your contact information with the sample label. You will be notified once your 128 Label has been approved.

Sample 128 Carton Label

Ship From Address FROM: Vendor Name Vendor Address	Ship To Address TO: Dillard's DC# DC Address
Ship To Zip Code Human Readable & 1/2" High Barcode	SHIP TO POSTAL CODE: (420) 85233 
Department #	PO Number 3/8" High Human Readable
Pack For Store # 3/8" High Human Readable	PO Number 1/2" High Barcode
Quite Zone 1/4" From Edge	PO: (400) 0071979801 
	DEPT: 565
	MARK FOR: 0405
	(00) 0 0804323 000012613 9 

128 Label Placements

The 128 Carton Label can be placed on the sides or ends of the carton.

Do not place the 128 Label on the top or bottom of the carton!



If the 128 Label cannot be placed on a flat surface of a shorter carton do not wrap the carton number barcodes over the edge of the carton.

Incorrect way to wrap the
barcode over edge of carton

Correct way to wrap the
barcode over edge of carton



Standard Shipping Label Requirements

Ship from Address

Ship to Address (same requirements as listed for 128 label)

Mark for Store if required (by store orders)

Purchase Order Number (at least 3/8" tall letters)

Department Number if possible (not required)

Masterpack Marking Requirements

Use a standard shipping label for a Masterpack Carton.

Do not put a 128 label on the outside of a Masterpack carton.

Clearly mark **“Masterpack”** on the carton. You can use a printed sticker or permanent marker. *This alerts the DC that they need to open the Masterpack and scan the 128 labels on the boxes inside.*

Clearly mark the PO number on the outside of the carton in at least 3/8" tall numbers.

Mark the individual boxes inside the Masterpack with the 128 labels.

Section XIII - Work Area Refusal / Return Notification Policy

Dillard's has made several improvements working with you to increase the efficiency of merchandise flow through our Distribution Center (DC). We utilize UPC marking in the receiving process, along with using ASN information sent by our suppliers to track the cartons and cross-dock basic merchandise.

There still remain countless shipments that end up in the refusal area due to:

- Item not on Dillard's purchase order
- Overages
- Size not ordered or wrong size distribution
- Shortage of styles or lack of styles in coordinate groups
- Defective-poor quality or substandard merchandise
- Merchandise ordered off the market under Federal or State Authority

Because of the increased work effort these shipments cause all shipments sent to refusal will be worked as follows:

1. Dillard's will e-mail (fax until the e-mail address is set up), the designated vendor e-mail id/fax number, the following information: (See Section IV for instructions on how to set up e-mail with Dillard's.)
 - A Return Notification (RN)
 - The Purchase Order Number
 - The Reason for the Refusal
2. A charge to the vendor of \$200.00 per shipment (shipment = PO/ship date) plus freight cost to send the goods back will be assessed. (See Appendix C for more detail on Vendor Compliance Processing Charges)
3. If an RA (Return Authorization) has not been received within 5 days of the e-mail or fax, we will return the merchandise to you without the RA, and will not pay for that part of the shipment. Please ensure that we have your current address for returns so your goods will be shipped to the correct location. (See Appendix D for a Dillard's Return Notification Contact Form.)
 - a. Shipments weighing 100 lbs. Or less will be returned to the vendor via FedEx Ground prepaid.
 - b. Shipments weighing over 100 lbs. will be returned to the vendor via the designated inbound carrier "prepaid".
 - c. Vendors are responsible for filing claims with the carrier when a return shipment is delivered with carrier shortages or damages.
 - d. Any return shipment refused by the vendor will be abandoned to the carrier for salvage. Dillard's will not be responsible for payment of these goods.
 - e. Vendors that do not want the merchandise returned can set up a salvage policy based on the number of pieces or dollar amount limit set by the vendor. There will not be a \$200 handling charge for merchandise that falls within the salvage policy limits. (See Appendix D for the Dillard's Salvage Policy Form)

Refusal Issues

Since it is the vendors responsibility to keep your companies RN request email updated we encourage you to set up a generic email address such as returns@vendorname.com.

We cannot emphasize the importance of properly marking all items with the UPC ticket and to ship what we have ordered on the purchase order (PO).

Do not ship any merchandise that has not been ordered via a Dillard's PO (EDI 850 or hard copy paper PO).

Do not ship substitute merchandise on a purchase order unless a purchase order change (EDI 860) has been received.

Hopefully with these procedures in place, we can work with you to reduce the errors we are encountering at the DC.

Section XIV – Vendor Change of Ownership

If your company has bought out all or part of another company please follow the steps below to assure that we have all of the information needed for an uninterrupted flow of business.

1. The “Dillard’s Vendor Change Request Form” (See Appendix D) needs to be completed and signed by an officer of both companies. Fax the completed form to **Dillard’s Accounts Payable Department**, (501) 210-9660.

This is the only step necessary if the purchasing company is an existing Dillard's vendor.

If the purchasing company is not an existing Dillard's vendor please continue.

2. The purchasing company should obtain from their Dillard’s Merchant all of the forms necessary to set up a New Vendor for Dillard’s. Complete all of the form forms including officer’s signatures & return them back to their Dillard’s Merchant.
3. The Merchant will get the New Vendor approved by their Management set-up an unapproved vendor number in our Vendor Information System and forward the paperwork to Dillard’s Accounts Payable for processing.
4. When the new company is approved for business in our Vendor Information System, a new vendor number will be assigned & will be given a *60-day* grace period to implement EDI, UPC, & UPC catalog programs:

EDI

- a. EDI mandatory documents and EDI implementation information can be found in Section II and III.
- b. Dillard’s uses Inovis or InterTrade only.

We do not support or authorize the use of any interconnect facility with any other 3rd Party Network.

For EDI Enabling and Testing Contact:

GXS - (800) 334-2255 “Option 3” or email Sales@GXS.com

InterTrade - (800) 873-7803 Option 3, or email CustomerService@InterTrade.com

UPC and UPC Catalog

- a. UPC and UPC catalog information can be found in Sections VI – IX.
 - b. You need to load your UPC information into either the Inovis or InterTrade UPC Catalog.
(See Appendix A for contact information)
5. Existing style/UPC detail will be moved from the current vendor number to the purchasing company’s vendor number.
 6. Existing Purchase Orders will be converted from the current vendor number to the purchasing company’s vendor number.

Questions concerning the “Vendor Change Request Form” should be sent to accounts.payable@dillards.com

Questions concerning EDI should be sent to edi.production@dillards.com

UPC or UPC catalog questions should be sent to upc.catalog@dillards.com

Section XV – Invoicing

Payment Terms and Procedures

1. For Sellers with end of month terms, merchandise received on or after the 25th day of the month will be considered billed as of the following month.
2. All discounts included within the Purchase Order payment terms are trade discounts to which Dillard's is entitled regardless of the date on which it pays the invoice in Seller's account.
3. All discounts included within the Purchase Order payment terms will be taken on the date of receipt of merchandise at the receiving DC or Store (if direct store shipment).
4. Payment term due dates will be calculated from the final receipt of merchandise at the receiving DC or Store (if direct store shipment).
5. Payments will be issued on the Seller's check cycle following the due date if Seller's account is in credit balance.
6. Payments will be delayed where Seller ships merchandise or sends invoices which do not conform in any manner to the Purchase Order.
7. An invoice for merchandise which varies in quantity from merchandise actually received will be processed for payment on Seller's account 16 days after the later of the receipt of invoice or the last receipt of merchandise under that Purchase Order.
8. Payments may be delayed if an account is on hold or if claim activity is being investigated.
9. Dillard's is not responsible for interest or late charges on payments made after the due date.
10. Dillard's reserves the right to offset all allowances, chargebacks and other credits against any amounts otherwise due on Seller's account.

Processing

Invoices are processed by PO Number

Claims Processing

All claims are processed by the Dillard's Accounts Payable Department:

Question regarding EDI specific claims should be directed to: vendor.compliance@dillards.com

Questions on all other type claims should be directed to your companies assigned Accounts Payable Correspondence Representative or to: accounts.payable@dillards.com

EDI Invoicing

Dillard's requires that invoices be transmitted via the EDI 810 Invoice document. Please see Section III of this guide for 810 implementation procedures.

Note: Vendors that are in Production with the EDI 810 Invoice Document are subject to a manual processing charge by the Dillard's Accounts Payable Office for any paper invoices received. See Appendix C for more detail on Vendor Compliance Processing Charges.

Paper Invoicing

Vendors that are not able to transmit invoices via EDI should mail paper invoices to the following address:

Dillard's
Attn: Accounts Payable Department
P.O. Box 8037
Little Rock, AR 72203-8037

Submit one invoice for each Purchase Order, Per Shipment, regardless of how packed.

Paper Invoices should contain the following information:

Vendor Name

Invoice Number

Invoice Date

PO Number

DC Ship To Location

Number of Cartons

Bill of Lading Number

Payment Terms

Payment Address

Style Number/Number of Units

Unit Cost

Extended Cost Per Line

Discounts if Applicable

Total Invoice Amount

Note: Vendors not transmitting the EDI 810 Invoice document will be assessed a paper processing charge on all paper invoices unless otherwise specified by the Dillard's EDI Department. See Appendix C for more detail on Vendor Compliance Processing Charges.

Section XVI – Electronic Funds Transfer

Dillard's is committed to Using Electronic Data Interchange (EDI) and discontinuing the use of paper documents. To further this goal, we required Electronic Funds Transfer (EFT) for invoice payments by **October 27, 2006**.

To begin the EFT process complete the Dillard's EFT Authorization Form (Appendix D). The form cannot be processed unless the following requirements are met:

The form must be filled out completely & legibly.

A voided Paper Check or Deposit slip must be included with the form. If either of these is not available we can accept a letter (on their letterhead) faxed from your bank verifying the routing & account number.

The form must be signed by an officer of your company.

Once your company's depository information has been entered into our Vendor Information System we will notify your EFT contact that we are ready to create a penny test deposit into your account. It is your EFT contact's responsibility to verify if the penny test deposit is received. Your depository institution's ACH (Automated Clearing House) person may need to be contacted to verify the deposit has been received. EFT implementation cannot proceed until the test deposit has been verified. Effective date of deposit will be 2 business days following Dillard's payment on your account.

EFT Remittance Options

Option 1: EDI 820 Payment Remittance Advice

The remittance information is transmitted to your via the EDI 820 document. If you choose this option please refer to Section III - EDI Implementation Flow, Page 14, 820 - Payment Order/Remittance Advice for implementation instructions. EFT payments will begin as outlined in Section III.

Option 2: User Secured Access via Dillard's eBiz Site

The remittance information is available only to users within your company that your eBiz Security Administrator has given security to. If you choose this option the eBiz Administrator Security Request Form (Appendix D) must be completed & submitted so we can set up an Administrator & Sub-Administrator for your company. If you company already has an eBiz Administrator they need to be notified that they need to grant Accounts Payable security to personal within your company to review remittance information. If this option is chosen your EFT payments will be moved into Production as soon as the penny test deposit is verified.

Chargeback / Credit Memo Detail Options

Option 1: EDI 812 Credit / Debit Adjustment

The chargeback/ credit detail information is transmitted to your via the EDI 812 document. If you choose this option please refer to Section III - EDI Implementation Flow, Page 12, 812 - Credit / Debit Adjustment for implementation instructions.

Option 2: User Secured Access via Dillard's eBiz Site

The chargeback / credit information is available only to users within your company that your eBiz Security Administrator has given security to. If you choose this option the eBiz Administrator Security Request Form (Appendix D) must be completed & submitted so we can set up an Administrator & Sub-Administrator for your company. If you company already has an eBiz Administrator they need to be notified that they need to grant Accounts Payable security to personal within your company to review chargeback / credit information.

Factored Vendors

Factored vendors have the same options as listed above. The Factor has the option of receiving the EDI 820 & 812 documents directly from Dillard's. If the Factor chooses to access the information via Dillard's eBiz site each vendor's eBiz Administrator will have to grant the Factor security to see their Accounts Payable information.

Non-Compliance Chargeback

After October 27, 2006 the non-compliance chargeback will be \$500.00 per paper check printed for payment.

Section XVII – Direct Store Shipments

Although all merchandise is shipped via one of our DC's, Dillard's does allow Direct Store Shipments in certain circumstances:

- Perishable goods
- Specialty items from local vendors
- Time sensitive goods for; Super Bowl, World Series, College Championships etc.

Shipments must never be sent Direct to Store unless prior approval has been arranged by the Dillard's Merchant (buyer) ordering the merchandise. Be sure your Merchant emails Hotmkt@Dillards.com so that the proper parties within Dillard's are aware of the Direct to Store shipment that has been approved.

Direct Store Shipment Guidelines

Use a standard shipping label with the following information for Direct Store shipments:

Ship From Address

Ship To = Dillard's Store # & Address (Be sure to include the word Dillard's in the Ship To field)

Purchase Order Number (at least 3/8" tall letters)

Department Number (if possible, not required)

Direct Store shipments must include a Packing Slip for each PO sent direct to store.

Packing Slips must include:

Dillard's 10 digit PO#

Item/Style and/or UPC#

QTY Shipped

If you ship more than one PO in a carton, list each PO# on the shipping label & include a separate packing slip for each PO in the carton.

Direct Store shipments typically have more breakage. Please pack for extra handling to ensure less damage.

ASNs are not required for Direct Store shipments since a DC will not be involved in receiving the shipment.

Invoices should still be transmitted via EDI & include the 4 digit store number you are shipping to (N104 Data Element in the EDI 810). If you are not on EDI Do Not mail invoices to the store you are shipping to, mail them to the Accounts Payable address on the paper PO you received.

EDI 810 invoices should also include:

Carrier SCAC code - CAD04 Data Element

BOL or Tracking # - CAD08 (Be sure to use the correct qualifier in the CAD07)

If you have any questions regarding Direct Store shipments email vendor.compliance@dillards.com for assistance.

Section XVIII – Prepacks

Prepacks

Prepack: A carton/package that contains merchandise that has Component UPCs or more than 1 of the same UPC but is ordered with a **Prepack UPC**. For Prepack cartons the DC scans the Prepack UPC to process the goods.

Note: If Dillard's *does not* order by a Prepack UPC DO NOT ship as a Prepack. Orders that contain component UPCs that make up a Prepack for your company are not considered Prepack Orders because your Prepack UPC was not used.

If Dillard's orders by Prepack these requirements must be followed:

1. Assign a UPC to your Prepacks.
2. Load your Prepack UPC and link the component UPCs to the catalog.
3. Process EDI orders by prepack UPC and Prepack quantity. The Prepack quantity will be identified with a 'CA' qualifier in place of the 'EA' qualifier in the PO103 segment of the purchase order. **Branded & Domestic Private Label vendors will only receive the Prepack UPC in the EDI PO (850), Component UPCs will not be transmitted..**
4. Create a Prepack UPC ticket for each prepack. The Prepack UPC ticket should contain the scannable UPC, along with the human readable UPC number. The dept, style, color, Prepack type and Prepack quantity are optional. (See page 42 for Prepack Marking instructions.)
5. Mark the individual items within the Prepack with their component UPC.
6. If there is more than one Prepack within a shipping carton each Prepack must be poly bagged or bundled as an individual Prepack. (See page 42 for Prepack Marking instructions.)
7. If the shipping carton containing **one** Prepack is less than 20 inches long by 14 inches wide by 9 inches tall the Prepack UPC should be placed on the carton next to the 128 label. (See page 42 for Prepack Marking instructions.)
8. If the shipping carton containing **one** Prepack is larger than 20 inches long by 14 inches wide by 9 inches tall the Prepack should be poly bagged if possible with the Prepack UPC placed on the poly bag and on the carton next to the 128 label. Robes would be an example of this type Prepack. Shoe Prepacks would be an example where no poly bag & inner Prepack UPC would be required, the Prepack UPC would be placed on the carton next to the 128 label. (See page 42 for Prepack Marking instructions.)

Send EDI Invoices (810) & Advance Ship Notices (ASN, EDI 856) on Prepack shipments with the Prepack UPC and Prepack UPC quantity. Do not transmit the component UPCs or the component quantities. Use the 'CA' qualifier in place of the 'EA' qualifier in the IT103 of the Invoice and in the SN103 segment of the ASN.

Prepack Marking Requirements

If Dillard's places an order using a Prepack UPC you have assigned to identify an assortment of goods follow these requirements.

Prepack Item Marking

Each piece of merchandise that makes up the Prepack must be marked with the corresponding UPC ticket for that item. These are the UPCs that will be scanned at the Point of Sale register & that your company will use for sales & inventory tracking.

Prepack Marking

Each Prepack must be marked with the Prepack UPC assigned to that assortment of merchandise. These are the UPCs that the DC will use to receive the shipment.

The prepack UPC should be placed on the top, front, or on the largest surface of the poly bag, bundle or inner carton that contains the Prepack so that the prepack UPC stays visible if laid in a tub.

If there is only One Prepack per Shipping Carton place the Prepack UPC beside the 128 label

1. Shoe Prepacks would be an example where no inner prepack UPC is required, the prepack UPC would be placed on the carton next to the 128 label.
2. If the shipping carton containing one Prepack is smaller than 20 inches long by 14 inches wide and 9 inches tall then one prepack UPC on the outside of the carton is sufficient.
3. If the carton is larger than these measurements the Prepack will also need to be poly bagged or bundled if possible with an additional prepack UPC attached to the poly bag or bundle.
(See Example 1 on the following page.)

If Several Prepacks are within a Shipping Carton

1. Each Prepack must be ***poly bagged, bundled or packed in inner cartons separately.***
2. Each poly bag, bundle or inner carton containing a Prepack must be marked with a Prepack UPC
(See Example 2 on the following page.)

Note: Failure to follow the above Prepack Marking Requirements will result in non-compliance chargebacks. Please see Appendix C “Dillard’s Vendor Compliance Processing Charges” for details.

Prepack Packing

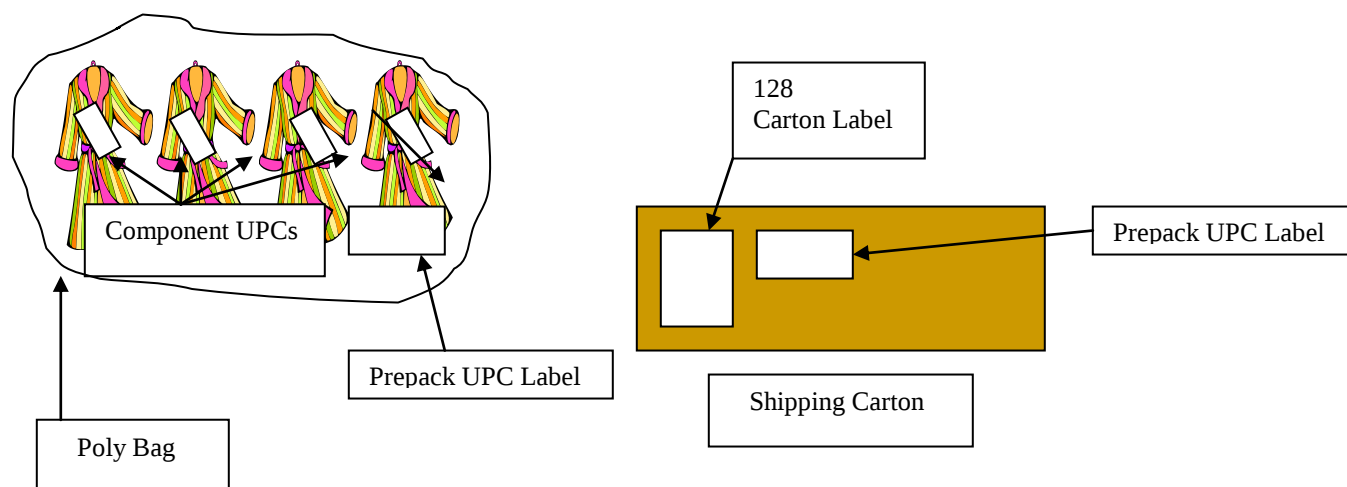
If the shipping carton containing ***one*** Prepack is less than 20 inches long by 14 inches wide by 9 inches tall the Prepack UPC should be placed on the carton next to the 128 label.
(See Example 1 on the following page.)

If there is more than one Prepack within a shipping carton each Prepack must be poly bagged or bundled as an individual Prepack. (See Example 2 on the following page.)

If the shipping carton containing ***one*** Prepack is larger than 20 inches long by 14 inches wide by 9 inches tall the Prepack should be poly bagged if possible with the Prepack UPC placed on the poly bag and on the carton next to the 128 label. Robes would be an example of this type Prepack. Shoe Prepacks would be an example where no poly bag & inner Prepack UPC would be required, the Prepack UPC would be placed on the carton next to the 128 label.
(See Example 1 on the following page.)

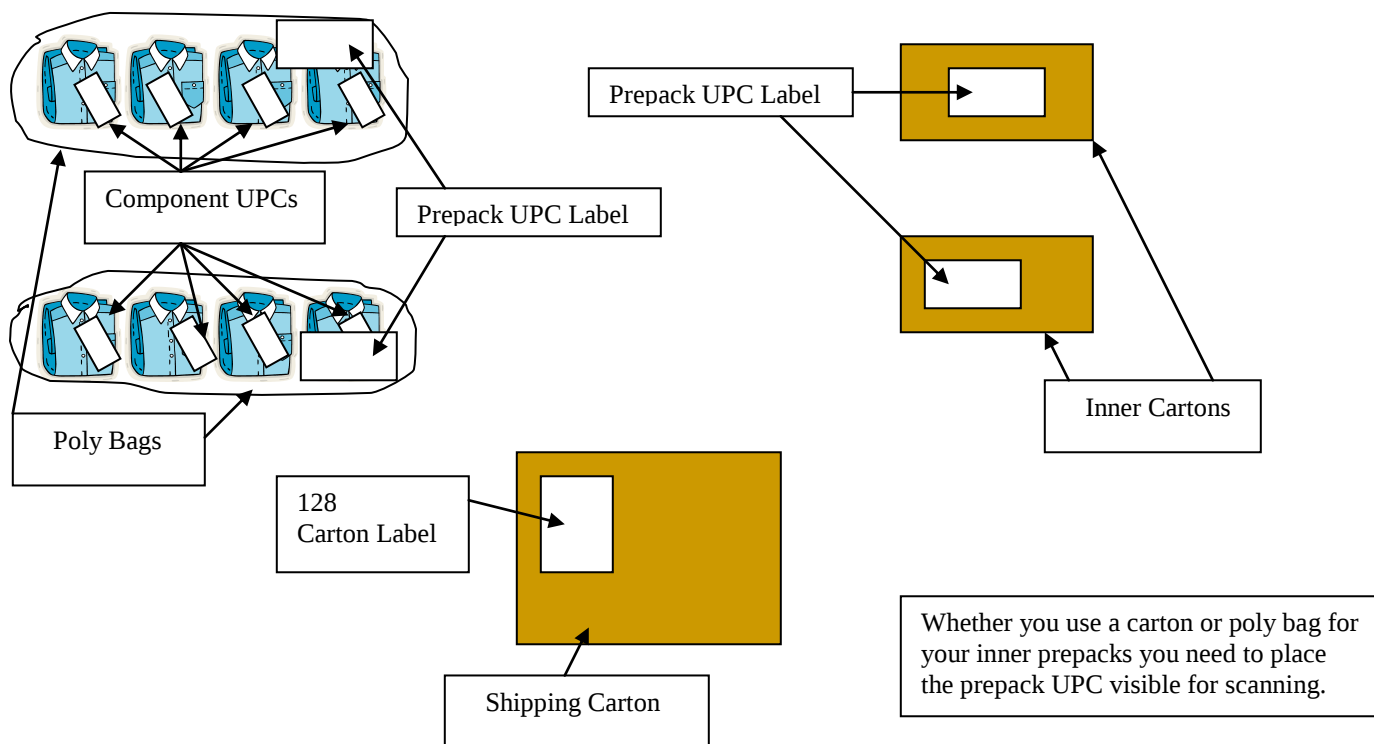
Prepack Marking Examples

Example 1: One Prepack per Shipping Carton



Note: If the Prepack Shipping carton is larger than 20 inches long by 14 inches wide by 9 inches tall component items must be placed in a poly bag with the Prepack UPC on the outside of the poly bag. Shoe Prepacks would be an example where no poly bag & inner Prepack UPC would be required, the Prepack UPC would be placed on the carton next to the 128 label.

Example 2: Multiple Prepacks per Shipping Carton



Section XIX – Pool Stock Guidelines

Although most merchandise is shipped via our DC's and forwarded to our Stores some merchandise is stocked within a designated area of a DC for shipment to Stores as needed. This area is called "Pool Stock" & is assigned a 4-digit Dillard's Store number. Merchandise is selected from these "Pool Stock" locations as needed for Stores that reach their minimum stock level for that item.

These guidelines are to be followed if your Merchant indicates your merchandise has been selected for any of our current Pool Stock locations. If you are unsure if your merchandise has been selected for Pool Stock please contact your Merchant.

The Pool Stock locations are listed in the Dillard's Store Listing Guide available at: <https://ebiz.dillards.com>. If you don't have a userid & password yet use 'vendor' as the userid & 'document' as your password to access the site. Point to "Start Here" in the upper left of the screen. Select "Vendor Docs/Guides" from the dropdown menu. Point to "Venddocs" to the right of "Start Here" & select 'Vendor Information' from the dropdown menu. You will see the Store Listing Guide in the left column under "Vendor Documents & Guides".

Packsize Merchandise

Is merchandise that is packed and shipped in a pre approved quantity of items all with the same UPC. The entire shipping carton would be forwarded to a store when selected from Pool Stock. Examples of this type of merchandise would be cosmetics, small appliances, cookware etc.

There are two options for marking the Packsize cartons for Pool Stock merchandise:

Option 1

The preferred method is to print the UPC of the item and the quantity of that UPC on the 128 Label.

Option 2

Each carton must have a UPC sticker with the quantity of that UPC on the side of the carton next to the 128 Label. . For Example: If you have a Packsize of 12 units of the same item you would stick the UPC for that item on the outside of the carton with a QTY of 12 next to or on the UPC sticker.

Both Options Allow:

- The Pool Stock Locations to scan the UPC on the 128 Label or Sticker instead of having to scan the UPC on all of the items in the carton. They just scan the UPC equal to the quantity indicated.

Both Options Require:

- Each carton must have a 128 Label on the side of the carton, not on the top or bottom.
- The UPC printed on the 128 Label or Sticker must have a scannable barcode (UPCA symbology) and human readable UPC number.
- Each item inside the carton must be ticketed with a UPC that can be scanned at the Point of Sale Terminal at the store. The UPC must have a scannable barcode (UPCA symbology) & human readable number.

Please see the following page for examples of both options.

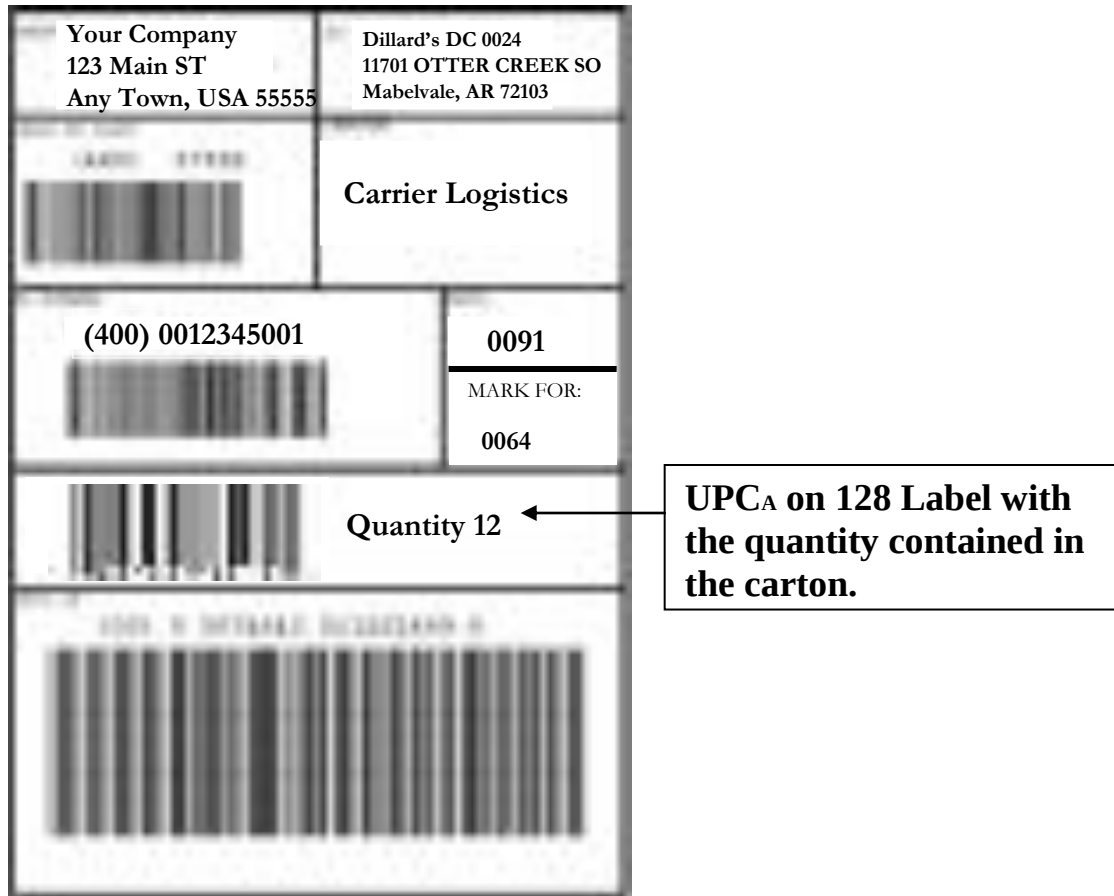
Individual Merchandise

If the merchandise is not shipped in a Packsize the individual items must be poly bagged to avoid damage from dirt & dust settling on the items while in the Pool Stock shelf box. Examples of this type merchandise would be handbags, bras and jewelry.

In addition to the UPC attached to the item (UPC barcode facing up) within the polybag you also need to stick a UPC on the outside of the poly bag so that it is easily scannable. Do not imprint the UPC directly onto the bag, high gloss reflection from the poly bag or stretching of the UPC may occur creating scanning problems. Use a sticky white ticket and apply it to the poly bag. The UPC sticker must have a scannable barcode (UPCA symbology) and human readable UPC number.

If you have any questions regarding Pool Stock Guidelines email vendor.compliance@dillards.com for assistance.

Packsize Option 1 Example



Packsize Option 2 Example

UPC Sticker with QTY



Carton with 128 Label & UPC Sticker



Section XX – Internet Store Guidelines

These are the special requirements for shipments to the Dillards.com Internet Store, currently store number 0698.

Shipping

At this time all Purchase Orders for store 0698 ship to Distribution Center 0024 in Mabelvale Arkansas.

Packing

Unless your merchandise is packaged & sold in a box the individual items must be **poly bagged** to avoid damage from dirt & dust settling on the items while in the Internet Store shelf box. Examples of this type merchandise would be shirts/tops, pants/slacks, handbags, bras and costume jewelry.

*Dillard's prefers internet store merchandise to be **folded** instead of flat packed on hangers. Examples of exceptions are Men's suits and formal dresses.*

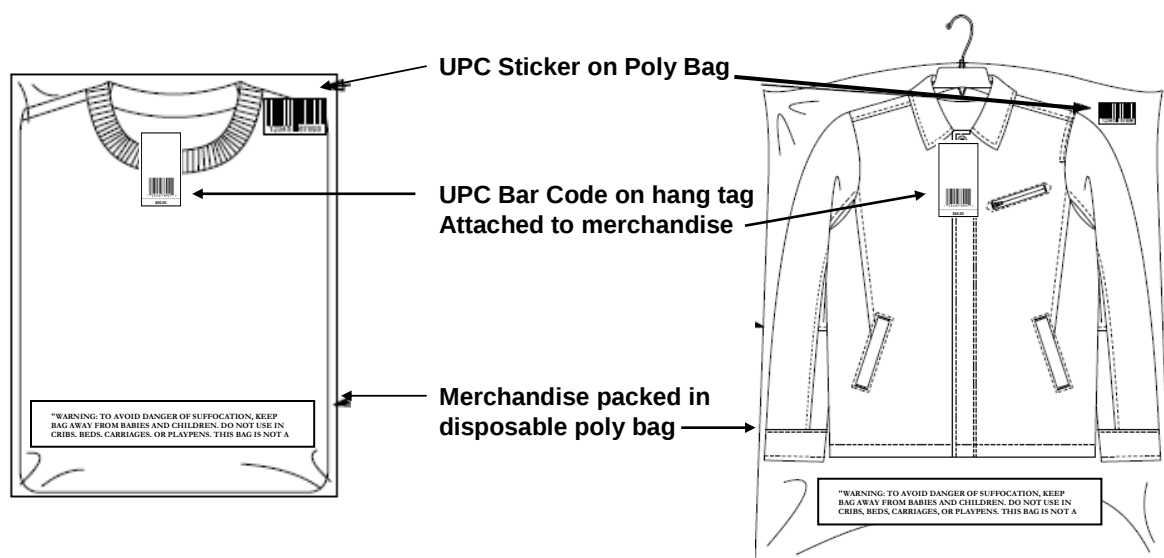
Please Note: All bags require a suffocation safety-warning label;

"WARNING: TO AVOID DANGER OF SUFFOCATION, KEEP BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, BEDS, CARRIAGES, OR PLAYPENS. THIS BAG IS NOT A TOY."

Marking

In addition to the UPC attached to the item (UPC barcode facing up) within the poly bag you are required to place a UPC sticker on the outside of the poly bag so that it is easily scannable. Do not imprint the UPC directly onto the poly bag, high gloss reflection from the poly bag or stretching of the UPC can create scanning problems. Use a sticky white ticket and apply it to the poly bag. The UPC sticker must match the UPC attached to the item, have a scannable barcode (UPCA symbology) and a human readable UPC number.

Examples:



If you have any questions regarding Internet Store Guidelines email vendor.compliance@dillards.com for assistance.

Appendix A: Contacts

Dillard's Vendor Relations

Phone 501-376-5412
Fax 501-210-9525
E-mail vendor.relations@dillards.com

Anita Spence - Director, Vendor Relations

Phone 501-376-5587
E-mail anita.spence@dillards.com

EDI

Includes UPC / Catalog & eBiz Support

Phone 501-376-5412
Fax 501-210-9525
E-mail vendor.relations@dillards.com

Todd Duvall - Manager, EDI

Phone 501-376-5591
E-mail todd.duvall@dillards.com

Cathy Waymire - EDI/eBiz Implementation
eBiz / EDI Setup & testing for 810 & 856 documents

Phone 501-376-5441
E-mail edi.testing@dillards.com

Kaye Duckworth - EDI Production Support
Contact for all EDI Production issues or questions

Phone 501-376-5471
E-mail edi.production@dillards.com

Anne Oldham - UPC Catalog Support
UPC Catalog / UPC Inquiries

Phone 501-376-5457
E-mail upc.catalog@dillards.com

Grace Evans - eBiz/EFT Support
Administrator's support, Sales download, general questions,
or eBiz error notification

Phone 501-399-7599
E-mail ebiz.support@dillards.com
eft.support@dillards.com

Vendor Compliance

Phone 501-376-5412
Fax 501-210-9525
E-Mail vendor.compliance@dillards.com

Rick Whitley - Manager, Vendor Compliance
Compliance & EDI Chargeback Inquiries

Phone 501-379-5657
E-mail rick.whitley@dillards.com

Evelyn Allison - Account Correspondent/Marking Support
ASN Compliance Errors / UPC & Carton Label Testing

Phone 501-376-5390
E-mail evelyn.allison@dillards.com
marking.support@dillards.com

Blake Duvall - Account Correspondent
ASN Carton Discrepancy / SCAC & BOL Issues

Phone 501-399-7442
E-mail blake.duvall@dillards.com

Theresa Bartolin - Account Correspondent/DC Liaison
Cross-Doc Issues / Salvage Policy & Return Notification

Phone 501-379-5787
Phone 501-455-6422 DC
E-mail theresa.bartolin@dillards.com

Missy Johnston - EDI Logistics/Account Correspondent
Contact for all Carrier/Consolidator related EDI documents

Phone 501-399-7493
E-mail carrier.logistics@dillards.com

Vendor Education

Todd Duvall - Manager, Vendor Education
Vendor Conferences, New & Regional, Buyer Training

Phone 501-376-5591
Fax 501-210-9525
E-mail vendor.education@dillards.com

Appendix A: Contacts

Dillard's Replenishment

Donna Walls - Director, Replenishment Department
Basic Replenishment and Trending

Phone 501-399-7864
Fax 501-399-7575
E-mail donna.walls@dillards.com

Dillard's E-mail Enabling Group

Phone 501-379-5730
Fax 501-210-9601

Dillard's Accounts Payable Department

Phone 501-399-7922
Fax 501-210-9573
E-mail accounts.payable@dillards.com

Dillard's Corporate Logistics Department

Phone 501-455-6635
Fax 501-210-9552
E-mail traffic.office@dillards.com

Dillard's Distribution Centers See Dillard's Corporate Routing Guide for Current Directory.

Dillard's Regional Buying Offices

East Region – 02

Phone 727-341-6000
Fax 727-341-6007

Central Region – 04

Phone 501-376-5200
Fax 501-399-7851

Internet Fulfillment – 06

Phone 817-831-5431
Fax 817-831-5290

Southwest Region – 07

Phone 817-831-5111
Fax 817-831-5290

West Region – 09

Phone 480-736-2000
Fax 480-736-2201

Corporate Buying Offices

Cosmetics/Home /Big Ticket

Phone 972-660-8100
Fax 972-660-5151

Salon

Phone 913-599-4400
Fax 913-599-1214

Appendix A: Contacts

Third Party Assistance

GXS

GXS provides solutions for EDI implementation, Trading Grid, and UPC Catalog, GXS Catalogue.

Phone: (800) 334-2255 Opt 3, or Sales@GXS.com

InterTrade

InterTrade provides solutions for EDI implementation, ecView, and UPC catalog, ecCatalogue.

Phone: (800) 873-7803 Option 3, or CustomerService@InterTrade.com

GS1 (Formerly UCC - Uniform Code Council)

GS1 provides manufacturer numbers for creating UPCs and supplies general UPC information.

Phone: (800) 543-8137

Web: www.gs1.org

Getting Started With EDI:

Call Inovis or InterTrade and tell them that you are a Dillard's vendor wanting to do EDI with us. They can get you setup to do EDI in-house. You can also contact an EDI Service Provider that has a mailbox on Inovis or InterTrade that can do the EDI for you. Contact EDI.Testing@Dillards.com for a Service Bureau List of EDI Providers. You can be receiving and sending EDI with us in less than 10 working days.

UPC Catalog Implementation:

Call GXS or InterTrade and tell them you are a Dillard's vendor wanting to set your UPCs up on their Electronic Catalog. GXS or InterTrade will assist you with loading your UPC style/color/size information & granting Dillard's Access to your UPC information on their Electronic Catalog.

Dillard's Third Party Networks Policy:

Please Note: Dillard's sends and receives EDI files via the following Networks Only!

GXS Phone: (800) 334-2255 Option 3, or email Sales@GXS.com

InterTrade Phone: (800) 873-7803 Option 3, or email CustomerService@InterTrade.com

We do not support or authorize the use of any interconnect facility with any other 3rd Party Network.

Appendix A: Contacts

Whom Do I Contact?

Communication problems - Contact the network and/or EDI software company.

Duplicate transmissions - Contact Dillard's EDI department for assistance.

Missing purchase orders (PO's) or PO changes - Contact your Dillard's merchant (buyer).

Missing data (store #, dates, style, etc.) on PO's - Contact your EDI software company or EDI service provider.

Invalid data - Contact your Dillard's merchant to have data corrected via the EDI 860 PO Change document.

EDI paper processing chargebacks – Contact Dillard's Vendor Compliance Department.

Non-EDI related chargebacks – Contact Dillard's Accounts Payable.

New program information (EDI, UPC, etc) - Contact vendor.relations@dillards.com.

Automatic Replenishment - Contact your Dillard's merchant.

UPC or 128 Carton Label marking questions - GS1 (Formerly UCC).

Size of shipping cartons – Section X-Packing; General Packing Guidelines.

Types of hangers – Section X-Packing; General Packing Guidelines.

Unpaid invoices – Contact Dillard's Accounts Payable.

General purchasing or policy questions - Contact your Dillard's merchant.

Shipping & routing information – Section XI-Dillard's Corporate Logistics Information & Requirements.

Buyouts and/or licenses changes – Contact Dillard's Accounts Payable.

Appendix B: Terminology

AIMS:	(Dillard's) Automated Inventory Management System Tracks receipts and sales, creates orders for basic merchandise.
ANSI:	American National Standards Institute
ANSI ASC X12:	American National Standards Institute Accredited Standards Committee X12
ASN:	Advance Ship Notice (856 Document)
BOL:	Bill of Lading
DUNS Number:	A non-indicative 9-character number assigned and maintained by Dun & Bradstreet to identify unique business establishments.
DMM:	(Dillard's) Divisional Merchandise Manager
EAN:	European Article Number
EDI:	Electronic Data Interchange
EFT:	Electronic Funds Transfer
E-mail:	Electronic Mail
FA:	Functional Acknowledgment (997 Document)
GMM:	(Dillard's) General Merchandise Manager
GTIN:	Global Trade Identification Number (includes UPC & EAN)
GS1:	New name for UCC
GXS:	Global eXchange Services
MIC:	Manufacturers Identification Code 3-digit number that identifies a vendor within a department
NRF:	National Retail Federation
PID:	(Vendor's) Product ID
PO:	Purchase Order (850 Document)
POC:	Purchase Order Change (860 Document)
POS:	Point Of Sale
SCAC:	Standard Carrier Alpha Code Four character Code assigned to a carrier by the American Trucking Association
S/IA:	Sales and Inventory Advice (852 Document)

Appendix B: Terminology

SKU:	Stock-Keeping Unit Generally, a SKU corresponds to a unique product's style/color/size.
TMS:	Transportation Management System
UCC:	Uniform Code Council (UCC), new name GS1 Non-profit-association that administers the Universal Product Code (U.P.C.)
UCS:	Uniform Communication Standard for the Grocery Industry
U.P.C.:	Universal Product Code Administered by GS1
VAN:	Value Added Network or third party
Version:	A specific "edition" of the EDI standard. Versions are released annually in the spring and become effective in the fall of the same year. A specific 4-digit number assigned by GS1 (Formerly UCC Inc) that identifies versions.
VICS:	Voluntary Inter-industry Commerce Standard Association A group dedicated to improve the efficiency of the supply chain. They address high-level strategic standards requirements.
VICS BOL:	VICS Standard 17 Digit Bill of Lading
VICS EDI:	Voluntary Inter-industry Commerce Standard A group dedicated to the maintenance and fine-tuning of VICS standards in the mass merchandise and department store industries.
WINS:	Warehouse Information Network Standard

Appendix C - Dillard's Vendor Compliance Processing Charge Policy

February 1, 2012

NON-COMPLIANCE PROCESSING CHARGES WILL BE ASSESSED FOR THE FOLLOWING ITEMS:

DESCRIPTION	PROCESSING CHARGE
Marking Charges	
Merchandise Not UPC Marked	\$50 Per UPC/SKU + \$1 Per Piece
Poor Quality UPC Ticket (Non-Scanable)	\$50 Per UPC/SKU + \$1 Per Piece
Wrong or Missing Retail (If Required)	\$50 Per UPC/SKU + \$1 Per Piece
UPC Missing Human Readable Number	\$50 Per UPC/SKU + \$1 Per Piece
UPC Ticket On Wrong Merchandise	\$50 Per UPC/SKU + \$1 Per Piece
Prepack UPC Missing from Carton/Package	\$10 Per Prepack
Other UPC/Marking Problems	Based On Reason & Correction Process
128 Carton Label Missing	\$50 Per Carton + \$250 Per PO
EDI Processing Charges	
850 Purchase Order	\$50 Per Paper Purchase Order Sent
810 Invoice	\$50 Per Paper Invoice Received
864 Text	\$55 Per Paper Invoice if EDI 810 Invoice is in Production \$50 Per Attempt to Transmit 864 File
860 Purchase Order Change	\$50 Per Attempt to Transmit 860 File
816 Organizational Relationship	\$50 Per Attempt to Transmit 816 File
856 Advance Ship Notice	\$250 Per PO Shipment Received Without 856
128 Carton Label Without 856	\$50 Per Carton If 856 Not Received
PO Retransmit Charge	\$50 Per PO Retransmitted (PO Change or Excessive Retransmit Request)
Missing\Invalid BOL #	\$50 Per Invoice \$50 Per ASN
Missing\Invalid SCAC	\$50 Per Invoice \$50 Per ASN
ASN Carton Accuracy	\$100 Per Carton *
*If ASN Carton QTY or UPCs do not match Carton QTY scanned or UPCs received	
EDI Compliance Charge	Based On Reason & Correction Process *
*Vendor Will Be Notified Of Dollar Amount Prior To Charges Being Assessed, missing 997's, 810 or 856 Compliance Errors, ETC.	
EFT Processing Charges	
Paper Check/Remittance/Chargeback Detail	\$500 Per Paper Check Printed You have the option of receiving Remittance/Chargeback detail via the EDI 820/812 documents <u>or</u> via eBiz

Appendix C - Dillard's Vendor Compliance Processing Charge Policy

February 1, 2012

DESCRIPTION	PROCESSING CHARGE
UPC Catalog Charges	
UPC Info Manually Entered	\$2 Per UPC/SKU Record Entered
Prepack/Component UPC Manually Entered	\$50 Per Prepack UPC Entered, \$5 Per Component UPC Entered
Excessive UPC/Style Changes/Corrections	\$250 Per Occurrence, \$50 Per UPC/SKU Record Entered, \$10 Per PO updated due to Change/Correction
Refusal Charges	
Merchandise Refused	\$200 Per Shipment (PO/ship date) + Return Freight Cost
Redelivery And Storage	
Redelivery and storage charges involved in a recalled shipment.	Cost of Redelivery & Storage Plus a \$50 Handling Charge
Packing Violations	
Any violation of packing instructions with the exception of the "hanger type".	\$50 Per Carton
Routing Violations	
Carrier Violations	
Use of a carrier other than the one specified on the TMS Routing Instructions shipper will assume all liability for loss & damages.	100% of the Freight Charges
Weight Limit Violations	
If the weight or cube requirements of the routing guide are not followed	100% of Freight Charges
Multiple Shipments on the Same Day	
Multiple shipments to the same destination, on the same day, from the same origin not combined on one bill of lading.	100% of Freight Charges
Excessive Shipments in the Same Week	
Shipments to the same destination on two consecutive days.	50% of Freight Charges for the consecutive days
TMS Shipment Faxing	
TMS form received via fax	\$50 Administrative Charge for each "Ship To" location rec.
Loading Charges	
Loading charges assessed to Dillard's by a carrier	100% of Loading Charges
Load Sequence	
Failure to Load all orders in the sequence as shown on your Dillard's Shipper Notification.	100% of Excess Freight Charges.
TMS Shipment Size	
Shipment cannot be off more than 10% (cartons and/or cube) of your estimate.	Excess Freight Charges or \$200 (whichever is greater)

Appendix C - Dillard's Vendor Compliance Processing Charge Policy

February 1, 2012

DESCRIPTION	PROCESSING CHARGE
Palletization Palletized freight must be stacked at least 6 feet high if possible. Cube per single stacked pallet should equal 125 cubic feet based on truck floor to truck ceiling. Correct cube should be entered into the TMS	\$500 Per Occurrence of any of these 3 Palletization violations
Unauthorized Air Shipments As Described in Section XI	100% of Charges, 100% Loss and Damage Liability Plus \$25.per Carton
Misconsignments Unauthorized shipments to a location other than the "SHIP TO" location specified on the order, without specific written instructions from Dillard's Corporate Logistics Department	\$50 Handling Charge Per Carton.
Early Shipments Any order that ships to the DC prior to the 'do not ship before date' specified on the purchase order	\$200 Handling Charge
Bills Of Lading Failure to provide Dillard's TMS Load ID# in the special instructions section on the bill of lading form	\$100 Per Occurrence
Failure to itemize carton count by purchase order Or failure to list purchase order numbers	\$100 Per P.O. Not Listed
Failure to properly describe shipment on the BOL	100% of Excess Freight Charges or \$100, (whichever is greater)
VICS 17 Digit BOL Missing\Invalid	\$500 Flat Charge Per Month for any ASN BOL Error \$500 Flat Charge Per Month for any Invoice BOL Error
POE Container Delivery Manifest Failure to submit a POE Container Delivery Manifest At least 7 days prior to container delivery	\$1,000 Per Container
Substitutions, Overages And Merchandise Not Ordered Items not on Dillard's purchase order, overages shipped, size and/or coordinate distribution incorrect.	\$200 and 100% of Freight Charges to Return Merchandise Back to Vendor

Appendix D - Dillard's Vendor Forms

Electronic Funds Transfer Authorization Form_____	78
Form used to set up the 820, Payment Order/Remittance Advice, Electronic Funds Document.	
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eBiz Administrator Change Form _____	80
Vendor Change Request Form _____	81
E-mail Enrollment Form _____	82
Return Notification Contact Form _____	83
Salvage Policy Form _____	84

Dillard's Electronic Funds Transfer (EFT) Authorization

Note: Fill out this form (including signature) & fax it to: Dillard's EFT Implementation Coordinator, (501) 210-9525.

Company Name: _____

Federal Tax ID#: _____ DUNS#: _____

EFT Contact: _____
('EFT Contact' should be the CFO or Accounting Manager)

Title: _____

Address: _____

Phone No: _____ Email: _____

Are you Factored?: Yes ____, Factor Name: _____ No __

If "Yes", the factor listed above is authorized to receive all remittance and credit/debit detail. The Depository Information below does not need to be completed. My Companies internal eBiz Administrator will provide a secured userid should the Factor choose to utilize eBiz for their remittance and credit/debit detail. If the Factor chooses to receive remittance & credit/debit via EDI they will be responsible for implementing the 820 & 812.

If "No" the following Depository Information needs to be completed. Along with the completed form please fax a copy of a Voided Check or Deposit Slip for Verification or fax a letter from your bank verifying their ACH Routing number & your companies Account number.

Depository Institution: _____

Address: _____

Bank Routing #: _____

Account Name: _____

Account Number: _____ *

*Attach a Voided Check or Deposit Slip for Verification or fax letter of verification from your bank.

I understand that my company, listed above, sells goods and/or services to Dillard's Inc. My company, listed above, authorizes Dillard's Inc. to make payments for goods and services by EFT, certifies that it has selected the above mentioned depository institution, and directs that all such EFTs be made as provided above. My company, listed above, is aware that no paper remittance or detail will be provided once EFT is in Production. My company, listed above, will give Dillard's Inc. thirty (30) days notice in writing of any changes in its depository institution or other payment instructions. My company, listed above, opts to receive Remittance and Credit/Debit detail information via the following formats:

Remittance: EDI 820 _____ OR Dillard's eBiz Secured Access _____

Credit/Debit: EDI 812 _____ OR Dillard's eBiz Secured Access _____

Officer's Signature: _____
(Must be signed by an officer of your company)

Print Officer's Name: _____

Officer's Title: _____ Date of Signature: _____

Dillard's e-Biz Administrator Security Request Form

Parent Company Name: _____

Note: *'Only one Administrator & Sub-Administrator will be given security for a Parent Company. It is the responsibility of the Administrator / Sub-Administrator to then give & maintain security to any person or persons within the Parent & / or sub-companies attached to the Parent Company.'*

(Print or type all information, except for signature. Illegible forms will result in a delay in processing)

Administrator

Name: _____

Title: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____ X: _____

Please print eMail address below:

Duns#: _____

Sub-Administrator

Name: _____

Title: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____ X: _____

Please print eMail address below

Fed Tax ID: _____

List your Dillard's Vendor#(s). Your accounting department will be able to assist you with your vendor#(s).

Vendor Name

Vendor#

Vendor Name

Vendor#

The undersigned represents that he/she is an officer of your company authorized to execute this request:
(CFO, President, Controller etc.)

Officer's Signature: _____ Date: _____

Printed Name: _____ Title: _____

Please complete this form in it's entirety and fax it to: (501) 210-9525

If you have any questions concerning this form please email ebiz.support@dillards.com or call (501)399-7599 for assistance.

Dillard's e-Biz Administrator Change Form

Parent Company Name: _____ Vendor # _____

Note: 'Only one Administrator & Sub-Administrator will be given security for a Parent Company. It is the responsibility of the Administrator / Sub-Administrator to then give & maintain security to any person or persons within the Parent & / or sub-companies attached to the Parent Company.'

(**Print or type** all information, except for signature. Illegible forms will result in a delay in processing)

Administrator

Name: _____

Title: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____ X: _____

Please print eMail address below:

Sub-Administrator

Name: _____

Title: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____ X: _____

Please print eMail address below

Please list the names of the current Administrators that you want to replace.

Administrator

Name: _____

Delete User I.D.: YES _____ or NO _____

Sub-Administrator

Name: _____

Delete User I.D.: YES _____ or NO _____

The undersigned represents that he/she is an officer of your company authorized to execute this request:
(CFO, President, Controller etc.)

Officer's Signature: _____ Date: _____

Printed Name: _____ Title: _____

Please complete this form in it's entirety and fax it to: (501) 210-9525

If you have any questions concerning this form please email ebiz.support@dillards.com or call (501)399-7599 for assistance.

Dillard's Vendor Change Request Form

Purchasing Co. Name: _____

Address: _____

City_____ St_____ Zip_____

Selling Co. Name: _____

Address: _____

City_____ St_____ Zip_____

Date of Purchase: _____

Is this a total or partial acquisition? _____Total _____Partial

If this is a partial acquisition when is the invoice cutoff date? _____

Will the purchased company become part of the existing company? ____Yes ____No

If "Yes", will the styles & existing PO's transfer to the Purchasing Co.? ____Yes ____No

Please provide the following information for the purchased company:

New company name (if it changes) _____

Duns # _____ Federal Tax ID_____

Pay To Name: _____

Address: _____

City_____ St_____ Zip_____

Phone: _____ Ext: _____ Fax: _____

Please indicate your EDI Network: GXS____ Inovis____ InterTrade____

EDI Qualifier _____ EDI Sender/Receiver ID _____

"We agree that the above information is true and correct."

Purchasing Officer Name: _____ Title: _____

Signature: _____ Date: _____

Selling Officers Name: _____ Title: _____

Signature: _____ Date: _____

Please complete this form and fax to Rhonda Wilson in Dillard's Accounts Payable, (501) 210-9660.

Dillard's e-Mail Directory Enrollment Form

Company Name: _____

Merchandise Type: _____

Mail Administrator:

Name: _____

Electronic Mail Address: _____

Daytime Phone: _____

After Hours: _____

Return Authorization Contact:

Name: _____

Electronic Mail Address: _____

Additional Contacts:

Name:

Electronic Mail Address:

Check one of the following:

1. Parent Company: _____

List Subsidiaries: _____

2. Subsidiary Company: _____

List Parent Company Name: _____

3. Independent Company: _____

Please complete this form entirely and fax it to: (501) 210-9601

Dillard's DC Return Notification Contact Form

Company Name: _____

Dillard's Vendor #: _____ Department#: _____ *

*Note: If your company has more than one department & you want separate Return Contacts for each department you will need to complete one form per department. If you do not have more than one department or want all departments to have the same contact just indicate "ALL" in the space above.

Merchandise Type: _____

Merchandise Return Location:

Location Name: _____

Address: _____

City: _____ St: _____ Zip: _____

Return Notification Contact:

Name: _____ eMail: _____ *

Phone: _____ Fax: _____

*Note: Please use a generic email address such as returns@vendor.com

Should any or all merchandise of a shipment be sent to the DC's Refusal Department they will e-mail the designated vendor e-mail id listed above the following information:

A Return Notification (RN)
The Purchase Order Number
The Reason for the Refusal

A charge to the vendor of \$200.00 per shipment (shipment = PO/ship date) plus freight cost to send the goods back will be assessed. (See Appendix C for more detail on Vendor Compliance Processing Charges)

If an RA has not been received within 5 days of the e-mail or fax, the DC Refusal Department will return the merchandise to you without the RA, and will not pay for that part of the shipment. Please ensure that we have your current address for returns so your goods will be shipped to the correct location.

Please see Section XIII-Work Area Refusal / Return Notification Policy for more information.

The undersigned represents that he/she is an officer of your company authorized to execute this request:

Officer's Signature: _____ Date: _____

Printed Name: _____ Title: _____

Please complete this form in it's entirety and fax it to: (501) 210-9525

Please Note: Should your Return Notification Contact Information change please complete a new form with the updated information and fax it to us as soon as possible so we can update our records.

If you have any questions concerning this form please email vendor.compliance@dillards.com for assistance.

Dillard's DC Salvage Policy Form

Company Name: _____

Dillard's Vendor #: _____ Department#: _____*

*Note: If your company has more than one department & you want separate Salvage Policies for each department you will need to complete one form per department. If you do not have more than one department or want all departments to have the same policy just indicate "ALL" in the space above.

Merchandise Type: _____

Merchandise Return Location:

Location Name: _____

Address: _____

City: _____ St: _____ Zip: _____

Return Notification Contact:

Name: _____ Title: _____

eMail: _____* Phone: _____

*Note: Please use a generic email address such as returns@vendor.com

Please choose one of the following Salvage Policy Options:

Option 1 Piece Count:

If the number of pieces refused is less than the quantity listed below Dillard's DC will not return the merchandise & there will not be a \$200 Handling Charge or Freight Charge.

We choose Option 1, do not return the refused merchandise if the piece count is less than: _____

Option 2 Dollar Amount:

If the dollar amount of the items refused is less than the amount listed below Dillard's DC will not return the merchandise & there will not be a \$200 Handling Charge or Freight Charge.

We choose Option 2, do not return the refused merchandise if the Dollar amount is less than: _____

Note: For Option 2 also indicate if your dollar amount is to be based on Cost _____ or Retail _____

Option 3 Piece Count & Dollar Amount:

If the number of pieces refused is less than the quantity listed below and the dollar amount of the items being refused is less than the amount listed below Dillard's DC will not return the merchandise & there will not be a \$200 Handling Charge or Freight Charge.

We choose Option 3, do not return the refused merchandise if the piece count is less than: _____
& if the Dollar amount is less than: _____ Cost or _____ Retail

Option 4 No Salvage Policy:

If merchandise is refused our company will accept the \$200 Handling Charge & return Freight Charge.

We choose Option 4 and decline to set up a Salvage Policy with Dillard's: _____

The undersigned represents that he/she is an officer of your company authorized to execute this request:

Officer's Signature: _____ Date: _____

Printed Name: _____ Title: _____

Please complete this form in it's entirety and fax it to: (501) 210-9525

If you have any questions concerning this form please email vendor.compliance@dillards.com for assistance.