Vendor Information
&
Implementation Guide
September 1, 2020

Change Summary

Section IV – eBiz

- **Updated Secured Application Port Of Entry (6/1/20)**

Section IX – RFID

- **Added RFID Guidelines (8/1/20)**

Section X – Packing

- **Added Steam Processing (9/1/20)**

Appendix A - Contacts

- **Updated Contacts (12/1/19)**

Appendix C - Dillard's Vendor Compliance Processing Charge Policy

- **Added Steamed Merchandise Charges (9/1/20)**

Table of Contents

Table of Contents

Table of Contents

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.

The guidelines should be followed 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. Information that is new or updated to this Guide is highlighted in the Change Summary at the beginning of this Guide.

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

We offer Training Webinars to help understand the Guidelines! Please email vendor.education@dillards.com for an invitation.

Training Schedule

New Vendor Orientation	Tuesdays Wednesdays	2:10 – 2:40pm, 2:50 – 3:20pm, 3:30 – 4:00pm & 4:10 – 4:40pm Central Time 8:15 – 8:45am Central Time
EBIZ Administrator & Vendor Portal Training	Thursdays	1:10 – 2:00pm Central Time
Image Upload	Wednesdays	1:00 – 2:00pm Central Time

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. 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
>   Mission is to take a global leadership role in the ongoing improvement of the flow of product & information
>   EDI Version Guidelines
>   GS1 17 Digit BOL Guidelines
>   **www.gs1us.org**

GS1 Connect Conference
>   Presented by GS1 US - Annual Conference to review & present Industry Standards & Ideas
>   **www.gs1us.org/resources/gs1-connect**

Retail Value Chain Federation (formerly VCF)
>   A leader in Retail and *Vendor* best practice solutions for supplier-retailer collaboration
>   **www.rvcf.com**

OpenText
>   EDI Value Added Network (VAN) - Trading
>   Grid UPC Catalog – OpentText 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
- 856 - Return To Vendor (RTV) - Ship Notice/Manifest
- 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
- 846 - Inventory Advice Document
- 856 - Advance Shipping Notice
- 870 - Order Status Report

Send/Receive:
- 997 – Functional Acknowledgment

Dillard's EDI Network Policy

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

OpenText - Phone: **(800) 334-2255** "Option 3" or email **Communitylink@opentext.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.

> Note: 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
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.

EDI Automatic Replenishment Ship & Cancel Policy
Some automatic replenishment purchase orders are flagged "Ship Cancel" and we will only accept *one* shipment and *one* ASN 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 are available via our Vendor Portal on ebiz.dillards.com. Refer to Section IV - eBiz. If these **Mandatory Transaction Sets** are not implemented within the **60-day** grace period, the non-compliance processing charges listed below will be assessed.

Transaction Set	Amount
810 - Invoice	**$50.00***
816 - Organizational Relationship	**$50.00****
820 - Remittance Advice	**$500.00*** **
832 - Price Sales Catalog (VIA 3RD 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 $10.00 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 purchase order received non-compliance charge. 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.

UPC & 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 is available for download at **https://ebiz.dillards.com**. If you do not have a user id & password for eBiz you can use "vendor" for your user id & "document" for your password. Once you log in select "EDI Information" under the "DOCS & GUIDES" tab.

2. To test the Transaction Sets once they are formatted:
   Contact one of the following Networks Only! Dillard's does not support or authorize the use of any interconnect with any other 3 rd party Network.

   OpenText - (800) 334-2255 Option 3, or email **Sales@GXS.com**
   InterTrade - (800) 873-7803 Option 3, or email **CustomerService@InterTrade.com**

3. OpenText 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.

4. 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.

5. 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.

6. 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 OpenText 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 and the 856 Return To Vendor(RTV)-Ship Notice Manifest which are 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 OpenText
   >
   > 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 can send your invoices via our vendor website eBiz.dillards.com. See Section XIV – 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'** you will no longer have access to the Vendor Portal for invoicing.

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 since the same information is available on Dillard's eBiz site.

812 Implementation

1. Format/Map the Dillard's 812 segments into your EDI Translation Software.

2. Contact OpenText or InterTrade to receive a test file if needed. The test file will contain generic data and will not be specific to your company.

3. Once you are ready to have the 812 set up for your vendor number, email a request to **EDI.Testing@Dillards.com** and include this information:

   - Vendor Name

   - Your Network receiver ID

   - Contact Information:
       - Name
       - Title
       - Phone Number & Extension
       - Email Address

   - Date you are ready to begin receiving 812files*

*812 setup requests must be sent within 2 business days prior of the start date.

4. Once the 812 Transaction Set has been set up in **'Production'** (EDI only, no paper) for your vendor number, you will be contacted.

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

If you have any questions concerning the 812 setup process, email EDI.Testing@Dillards.com.

816 Organizational Relationship: (Mandatory)

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

- Used to transmit Distribution Center (DC) and Store addresses

- Option of receiving a DC list only *OR* a DC and Store list combined

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

- First transmission is sent two days after the 816 is set up in our system

- First 816 transmission will be a complete DC or DC/Store list.

- If you need a complete file at a later date email **EDI.Production@Dillards.com** to request an updated file and 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:

  o **'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.

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

  o **'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 OpenText or InterTrade and request a test 816 file. A Functional Acknowledgment (997) should then be sent to OpenText 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 verifies 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 (Optional)
Electronic Funds Transfer EFT (Mandatory)

The 820 transaction set contains Remittance Detail. The Remittance Advice is not required by Dillard's since the same information is available on Dillard's eBiz site. EFT allows Dillard's to transmit payments to your bank which eliminates mailing paper checks.

820 Implementation

1. Format/Map the Dillard's 820 segments into your EDI Translation Software.

2. Contact OpenText or InterTrade and request a test 820 file. The test file will contain generic data and will not be specific to your company.

3. Send a Functional Acknowledgment (997) to OpenText or InterTrade when you receive the test file.

4. OpenText or InterTrade will email Dillard's EDI testing manager when the 820 testing is completed.

5. Dillard's EDI testing manager will move the 820 into **'Production'** status. So when a payment is made to your bank account you will receive an EFT deposit and an 820 Remittance Advice will transmit to your EDI mailbox.

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 these Options:

Option 1: Dillard's To the Vendor and Bank – You are responsible for giving the remittance advice to your Factor. Your eBiz Administrator can set-up the Factor with a $user id for secure access to eBiz.

Option 2: Dillard's To Vendor and Factor and Bank – You want Dillard's to transmit remittance advice to both you and your Factor. The Factor must implement the EDI 820 Transaction Set and have a mailbox directly on OpenText or InterTrade.)

A 997 (Functional Acknowledgement) is required for all 820 files received.

If you have any questions concerning the 820 set up process, email **EDI.Testing@Dillards.com**.

EFT/820/eBiz Implementation Setup Process

1. Complete legibly the entire Dillard's EFT Authorization Form. Include a voided paper check or deposit slip. If a voided paper check or deposit slip is not available a faxed letter from your bank on the bank's letterhead verifying the routing and account number will be accepted. Choose the options your company wants for Remittance and Chargeback/Credit Memo details. An Officer of your company must sign the Dillard's EFT Authorization form. Fax the completed form and voided check or deposit slip to Dillard's Accounts Payable: (501) 210-9649.

2. Dillard's Accounts Payable will verify the EFT bank account information is correct then add your bank account information to your vendor number in Dillard's vendor information system.

3. Our EDI Testing Manager will set up the 820 in **'Test'** status under your Dillard's vendor number which will automatically send a *'penny deposit'* to your bank via Automated Clearinghouse (ACH). *You will not receive an 820 transmission for this test penny deposit.* When the penny deposit is received by your bank, notify our EDI Testing Manger that the deposit was received. **It is imperative that you verify the penny test was received into your account in order for the EFT/820/eBiz process to proceed. Failure to notify us could cost your company several thousand dollars in chargebacks.**

4. When you confirm the penny test deposit was received notify Dillard's EDI Testing Manager if remittance detail will be via Dillard's eBiz site or EDI 820. If eBiz is chosen the EDI Testing Manager will set your vendor number up for EFT payments. No additional testing is required. If EDI 820 is chosen continue these steps:

5. You transmit an EDI 810 Invoice file to Dillard's for payment.

6. Dillard's Accounts Payable processes the invoice and approves it for payment.

7. The night the invoice is approved for payment we send our bank notification (via the 820) to transmit the funds to your bank account.

8. If you set-up the EDI 820 we also send you a file the same night with this information:

   - Deposit Amount

   - Effective Date of Deposit (2 business days following Dillard's payment on your account)

   - Check Number

   - Invoice Date, Number and Amount

   - Discount Taken (if applicable)

   - Chargeback Number & Amount if applicable

9. Chargeback detail is transmitted via the 812 Credit/Debit Adjustment Transaction Set or available on Dillard's eBiz site.

If you have any questions concerning the EFT/820/eBiz implementation process, email **EDI.Testing@Dillards.com**

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 QuickResponse 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 OpenText or InterTrade and request a test 850 file. Note, this is generic test data only; it will not be specific to your company.

6. A Functional Acknowledgment (997) should then be sent to OpenText or InterTrade. They will notify Dillard's via email that you have completed testing.

7. 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.

8. 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.

9. 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 "PAPERONLY","NOEDI", and *available on our vendor website, ebiz.dillards.com, if setup or they will be mailed to you.*

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

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, some 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 XI 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

✓ **Key ASN segment**
The shipment level **PER segment** contains an email address for important ASN notifications. Email notices are *SENT* when a Data Error is *FOUND* in the ASN (invalid PO, Store, BOL, SCAC etc.)
- EDI ASN segments
  - o PER01 = EA
  - o PER03 = EM
  - o PER04 = contact.address@yourcompany.com
- Mapping the **PER** Segment in the ASN Allows Timely Notifications
  - o ASN Error Notice is Sent Immediately
  - o Provide a Generic Email Address
  - o Email Should be Checked Bi-Hourly
- If an Error is Reported, Correct the ASN & Retransmit
  - o Dillard's System will Use the *Most Recent* ASN Received When the Shipment Docks at our DC

✓ **Timing of the ASN**
Send your ASN to Dillard's as soon as 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 plus a charge of $50.00 per carton.**

✓ **Transmit an ASN and Mark all Cartons for each Shipment**
Once your ASN is in 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 with*out* an ASN or 128 carton labels are subject to a $250.00 charge per Purchase Order plus $50.00 per carton.**

✓ **Placement of 128 Carton Label**
Only *one* 128 Carton Label per carton 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:
  - o ASN QTY must match the QTY of goods scanned from the carton at the receiving DC
  - o ASN UPC detail must match the UPCs on the merchandise at the receiving DC
- ASN QTY/UPC details not matching the QTY or UPCs within the carton are subject to a $100.00 charge per carton.**

| Note: **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   OpenText

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

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. Please include your companies contact information 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 OpenText or InterTrade and request a test 860 file. This is generic test data only; it will not be specific to your company.

3. A Functional Acknowledgment (997) should then be sent to OpenText 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 on to your EDI Translation Software.

2. Contact OpenText 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 OpenText 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:
- 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, email a re-transmit request to Dillard's EDI, **EDI.Production@Dillards.com**. 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 Oder Change(POC)
- 864 Text Message

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. The requesting party needs to sign (including title) the request and should be the EDI Technical Contact.

4. 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.

5. The file will re-transmit the morning after Dillard's EDI Production Manager processes the request.

6. The file will re-transmit under the same ISA/GS sequence #'s.

Purchase Order Re-transmit Requests:

✓ 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.

✓ PO re-transmit requests via eBiz can be made up until Midnight Central time.

✓ The PO re-transmit will process overnight and be available in your EDI mailbox the next morning.

✓ 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.

✓ If your company does not have internal Administrators set up, email **eBiz.Support@Dillards.com** for assistance.

Section IV – 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 Available on eBiz

- **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; March 1st, June 1st, September 1st and December 1st. *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 your internal eBiz secure user ids, setup and maintenance. The Dillard's eBiz Administrator Security Request From must be completed by the Administrators & signed by an officer of the company (Principal). Incomplete forms will not be processed.

eBiz Administrators Roles & Responsibilities

1. 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.
2. The Administrators should be employees of the Company and not a 3rd party.
3. It is the responsibility of the Administrators to 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.
4. Only Dillard's has the ability to update Administrator user ids and passwords.
5. If an Administrator leaves or needs to be replaced, the *eBiz Admin Change Form* must be completed and sent to **eBiz.Support@Dillards.com**.

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 user id to access eBiz. There is no limit to the number of user ids your Administrator can create.

- **Vendor Portal**

This application allows you to **print** the details of your **Purchase Orders** and **enter Invoices** until you are setup on EDI.

- **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**

This application allows anyone in your company to 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.

- **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 for on line review of ASN Performance, Financials, Orders and Receipts. There is a new task that allows you to obtain PO and carton details for Late or Missing ASN/128s and ASN/Carton Discrepancy chargebacks as well as current month performance.

- **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.

- **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.

- **Image File Upload**

This application is designed to allow you to upload the location of your images. This allows the Merchants to easily retrieve the images as needed. This replaces the need to create a CD of images or email images to your Merchants.

- **Port of Entry**

P.O.E. shipments are defined as full container shipments where the vendor is the importer of record and is responsible for delivery to the Decon DC. All vendors must be approved to deliver full containers to Dillard's prior to making the shipment. A Dillard's POE Container Delivery Manifest must be submitted for all Port of Entry Shipments. Please refer to the POE Documentation for further information.

- **TMS Shipping Profile**

Before you can begin to enter TMS routing you need to have a valid TMS Shipping Profile set up for each of your shipping locations. Valid address and contact information should be provided in the appropriate fields. To acquire a user id/password contact your internal eBiz Administrator. If you do not know who your Administrator is email **eBiz.Support@Dillards.com** or call (501)376-5412 for assistance.

- **TMS Route Request**

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 **'TMS Shipment'** will be given to you based on the information you send to us.

Whom to Contact

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

✓ Question re: Financial Data – contact your Buyer

✓ Question re: Remittance Detail – contact Accounts Payable at **Accounts.Payable@Dillards.com**

✓ Question re: TMS – contact the Corporate Logistics Department at **TMS.Routing@Dillards.com**

For system related problems or inquiries, please email **ebiz.support@dillards.com** *or call eBiz Support at* **501-376-5412**

Section V – 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 yyyyy 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/resources/tools/check-digit-calculator

> **Note: 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.

> **Note: Starting December 31, 2018, once a UPC is assigned it cannot be re-assigned to another product. Please check FAQs for additional information or email GS1GTINReuse@gs1us.org with questions.**

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 12 digit UPC, the 13 digit EAN or the 14 digit Container Code. Dillard's will continue to transmit and receive either the 12 digit UPC or 13 digit EAN. We do not use the 14 digit container code.

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

- 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 XVII for more details on Prepack marking & packing.)

- Maintain a UPC catalog on the InterTrade ecCatalogue or OpenText Catalogue.
  (See Section VI for more detail on the UPC Catalogs and Appendix A for contact information)

- Mark all items sold to Dillard's with UPC barcodes and 12 character human readable UPC numbers
  (See Section VII for more detail on barcodes and Section VIII for more detail on UPC Marking.)
  Mark all prepack inner carton/package or shipping carton prepacks with Prepack UPC barcodes

- 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 OpenText 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 with be completed.

UPC Lifecycle

UPC or Style (PID) numbers can not to be reused.
Vendors who reuse an UPC or PID number to identify a product (SKU) 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.

3453120236458   **3453120236458**
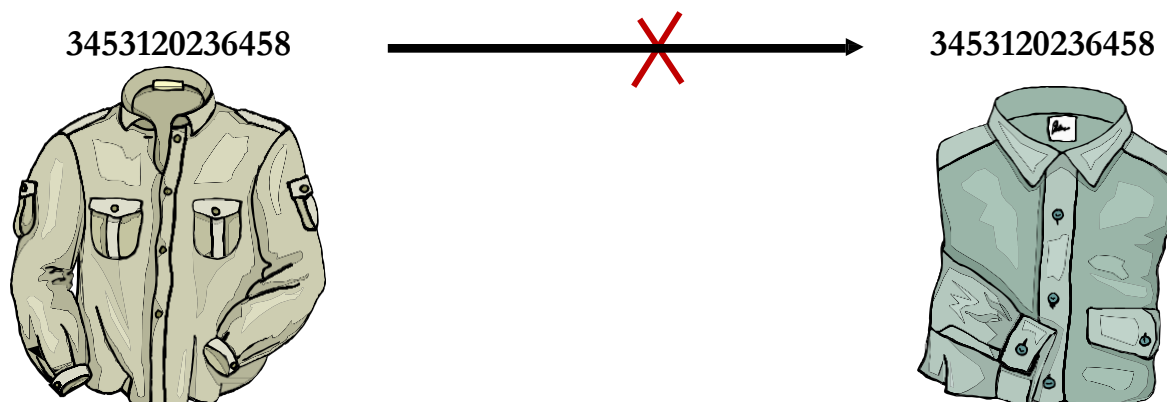
Season to Season

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.

Spring Season /Fashion

Product was bought in more than one Season &/or moved from Fashion to Basic but did not have any changes. *DO NOT ISSUE NEW UPC or STYLE!*

Summer Season /Basic
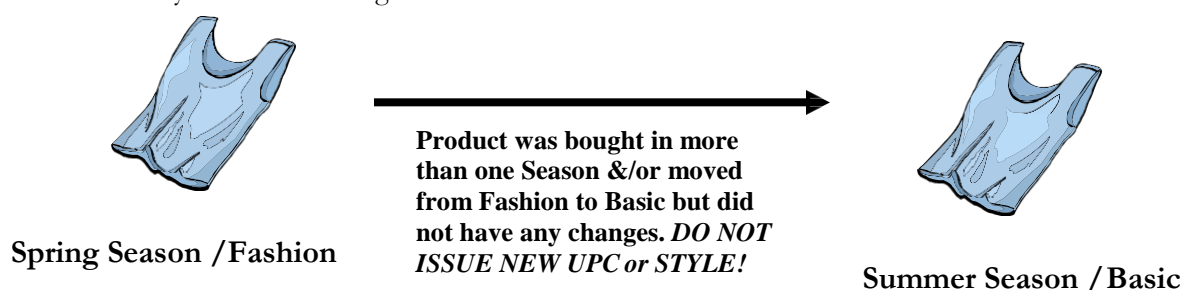
Minor Changes

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.

2.5 oz Bottle

**New Smaller Package,
No change in Product.
Do Not change UPC or Style.**

2.5 oz Bottle

**New Package Color & Font Change,
No change in Product.
Do Not change UPC or Style.**
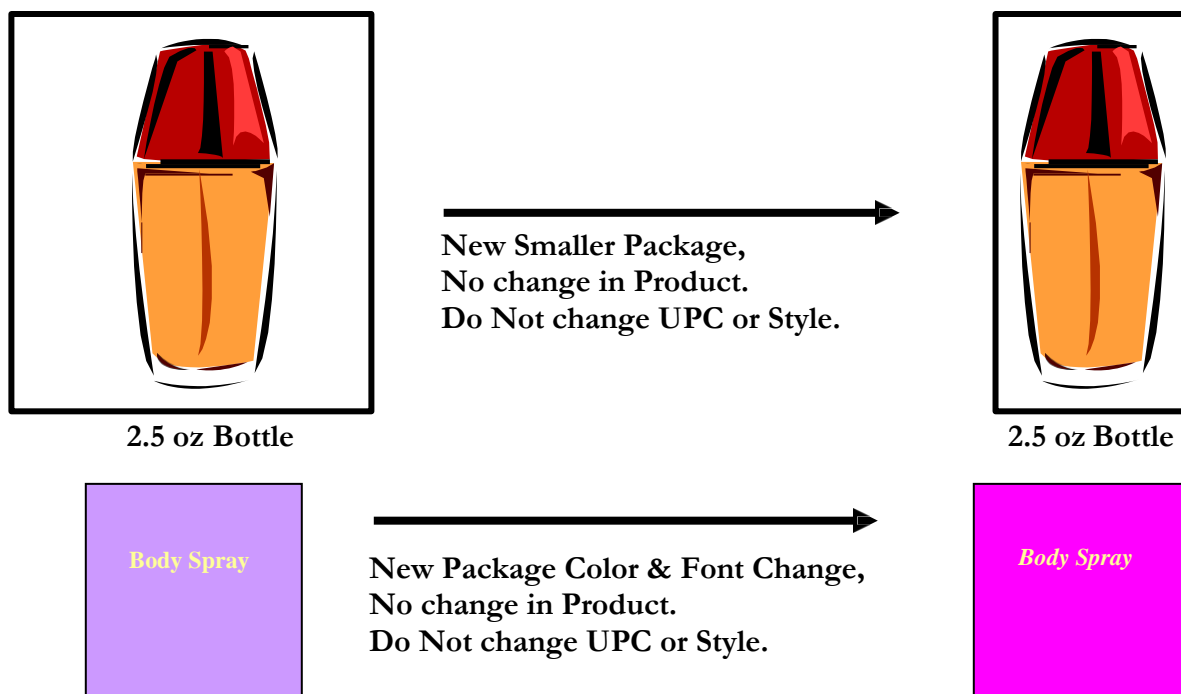
If your company chooses *not* to follow Dillard's policy and changes a UPC you will need to:

1. Update your OpenText 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 OpenText 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 OpenText 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 + $5 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.

Item Content Change, Issue a New Style/UPC

100% Cotton   **60% Cotton / 40% Polyester**

Formulation\ Ingredient change, Issue a New Style/UPC

Face Bronzer   **New Face Bronzer with SPF15**

Embellishments added, New UPC can be allocated to the existing Style
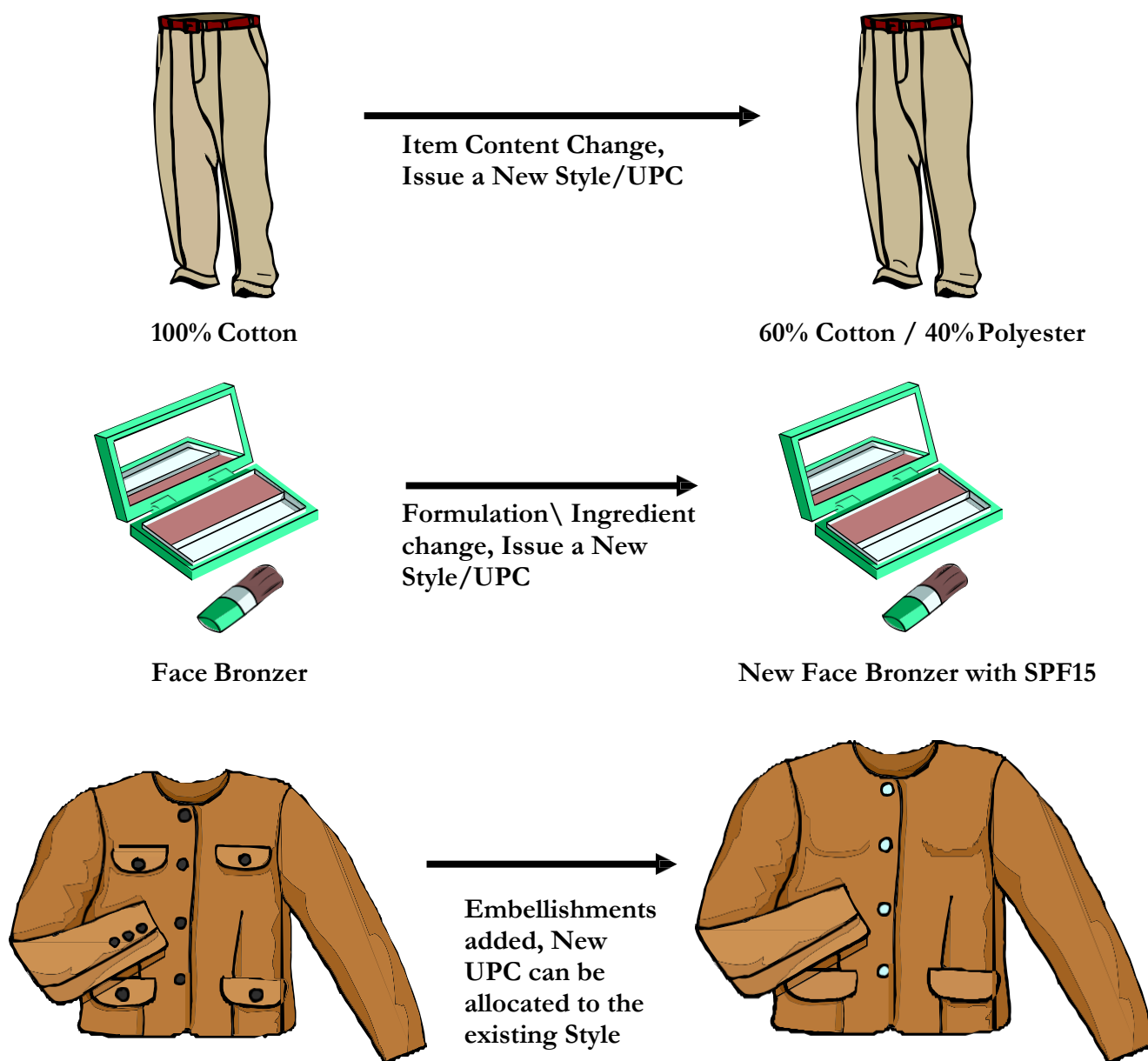
After the New Style and/or UPC have been allocated you will need to:

1. Update your OpenText 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 OpenText 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 .

Factory Issuing UPC for Item

Factory Issuing EAN for Item

Consolidated to one Factory Use Product ID\UPC (EAN) for that Factory.
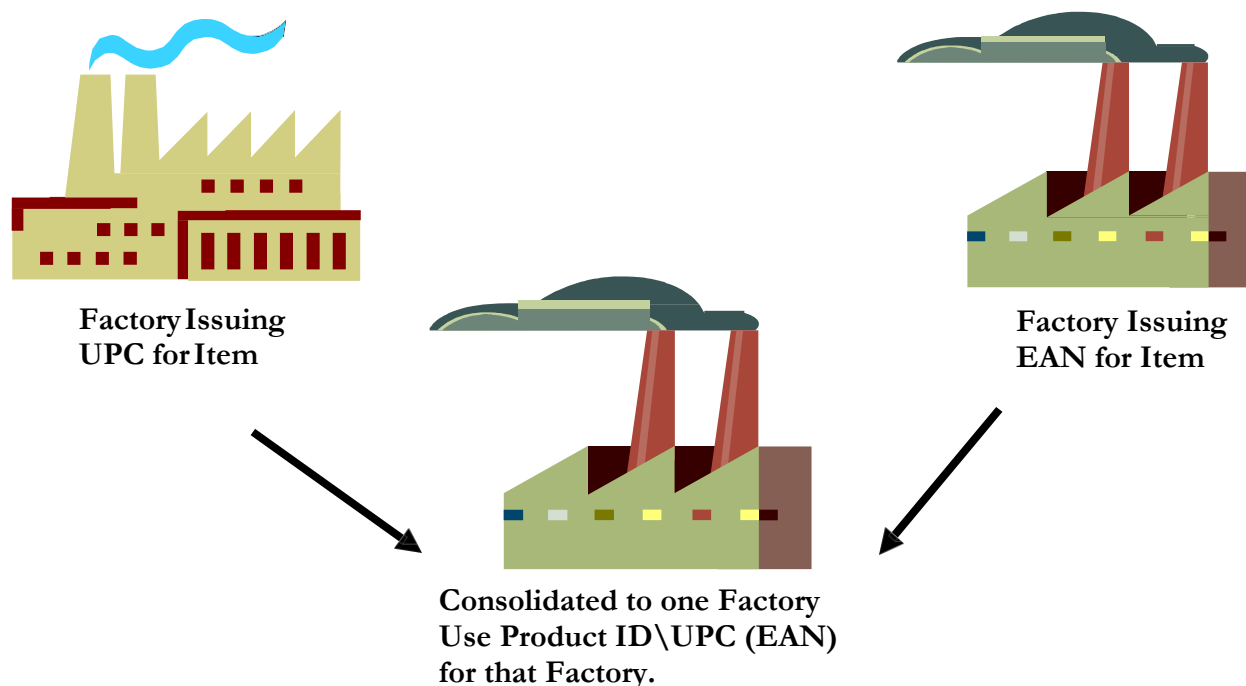
You will need to contact your Dillard's Merchant about the change so they can submit the appropriate forms to maintenance our Inventory Management System. There is no Maintenance charge to merge the UPC into the EAN or vice versa.

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 and 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 VI – UPC Catalog Implementation

UPC Catalogs

OpenText 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 OpenText or InterTrade Catalog due to problems associated with receiving product information via mail, fax or phone, unmanageable options. 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.

UPCs are required to be loaded to a catalog before Market to ensure an order can be created.

If a UPC number is assigned to a style\color\size that is never manufactured, the UPC number may be deleted from the catalog immediately. The UPC number can be re-assigned to another style\color\size no earlier than **12 months** after deletion from the seller's catalog.

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 OpenText 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. OpenText & 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 OpenText 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 XVII 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 initially loads the UPC Catalog, UPC data can be extracted immediately 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).

   If UPCs are *not* loaded to the catalog, it will delay merchants from creating a purchase order.

✓ **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. 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 VII – 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:

PCS = (Reflectance of background - Reflectance of bar) / 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: UPC**A** barcode*
            UPC 12 digit human readable # (13 digit if EAN)

The arrangement of bars and spaces that encode the UPC number needs to be **UPCA Symbology.**

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 VIII – UPC Marking Implementation

UPC Item Marking

An item is UPC marked if it has a UPC**A** barcode ticket attached to it, enabling the item to be scanned for selling and inventory purposes. The 12-digit human readable UPC number or 13-digit human readable EAN 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 or EAN 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 print 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 **_Perforated_** 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 tested.
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 UPC**A** symbology. This applies to Branded (your label not Dillard's) Merchandise only.

UPC Ticket Examples

UPC Ticket
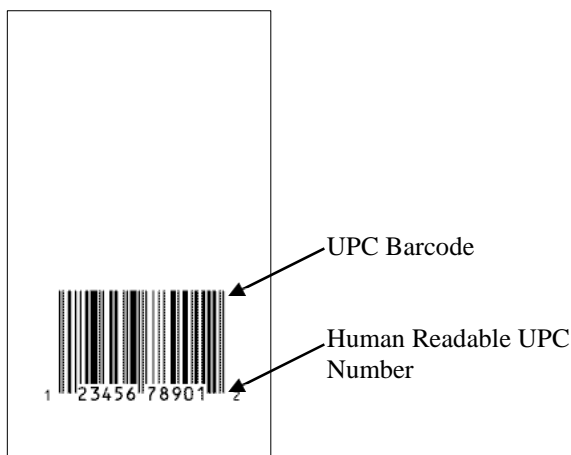
UPC Ticket with Dillard's Markdown Sticker Applied

UPC Barcode

Human Readable UPC Number

Dillard's Markdown Sticker Applied to UPC Ticket
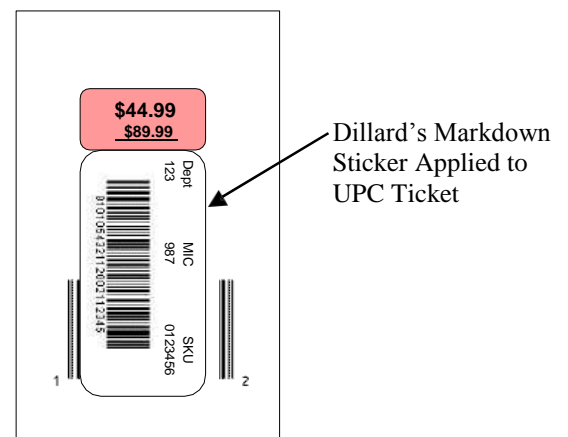
Retail Price

If you mark with Dillard's retail price, or MSRP that matches Dillard's retail price, it will increase speed to market. The retail price or MSRP must be ***perforated*** on the UPC ticket. Retail can be sent on the EDI 850 PO if approved by your Dillard's merchant.

The DC will mark with retail if there is no retail price or if the retail does not match the PO. This slows down the receiving & processing of your merchandise to the sales floor.

Dillard's retail is required on all Private Label & Corporate bought merchandise.

Example: UPC Ticket with Retail in Perforated Section
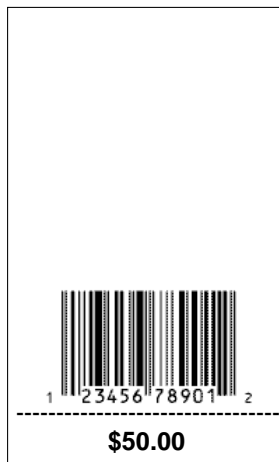
Marking at Manufacturing Time versus Marking at Shipping Time

It is recommended that merchandise be marked with UPC codes at the time of manufacturing. This will help decrease the possibility of not marking each piece of merchandise with an UPC code or marking the merchandise with the wrong UPC code.

UPC 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 $100 per SKU plus $1 per unit on all mis-marked merchandise. **See Appendix C for more detail on Vendor Compliance Processing Charges**

Prepack Marking

See Section XVII – Prepacks for marking instructions & examples

How to Attach UPC Tickets to Merchandise

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. Sunglass manufacturers should attach the UPC to the frame.

Common problems found with attaching UPC tickets to garments.

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 and create 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 must attach a "gen-ship" UPC to the polybag in addition to the UPC Ticket attached to the merchandise, refer to DPS for additional instructions.

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 IX – RFID

Radio Frequency Identification (RFID) has the potential to revolutionize the retail industry. We are committed to using this technology to improve product flow through our supply chain and inventory accuracy in our stores. Ultimately, RFID will help us expand our omni-channel opportunities.

Today's RFID use cases are:
- 100% item level counts and audits in our distribution centers
- Frequent product cycle counts and inventory level adjustments in our stores

We are asking our vendors to start **item level** RFID tagging of their merchandise to help further facilitate these processes. This will be a compliance requirement in the near future, as Dillard's begins utilizing RFID across all products and categories. Much like UPCs are required on all items today, eventually RFID tags (or EPCs) will be required as well.

Ideally, tagging should occur at the point of manufacture, as this enables vendors to utilize and gain benefit from the technology throughout their supply chains.

Dillard's values our vendor partnership and remains committed to improving the flow of merchandise required for supply chain efficiencies and speed to market.

Unique Serialized Electronic Product Code (EPC) tagging guidelines

- Each item must be encoded with a **unique serialized** EPC within the RFID tag
- Include the EPC symbol on the ticket for visual identification of RFID…*see Example A*
- EPC should be locked as read only so it cannot be re-encoded
- Use the SGTIN-96 bit standard for encoding RFID tags
- Spec M from Auburn University's Approved Inlay List is required…*see Example B for* suggestions
  - Inlays need to be integrated into the UPC ticket
    - UPC barcodes need to be UPC-A Symbology
  - Inlays should be as big as possible to fit in UPC ticket with these conditions:
    - Inlays cannot be present in the perforated side of a ticket
    - Inlays cannot be die cut
- RFID tags cannot be encoded in the Poly-bag *or* Prepack UPC ticket
- Send 5-10 sample RFID tags to Dillard's for compliance testing
  - 3 of the sample tags need to be the same UPC with different EPCs
  - Mail to
    Dillard's
    1600 Cantrell Road
    Little Rock, AR 72201
    Attn: EDI Marking Manager
  - Include your contact name, email & Dillard's vendor number with the sample tags, so we can notify you of the results

Dillard's follows the GS1 Standards for RFID encoding and inlays.

References to help you implement RFID tagging:

- GS1 Standards: https://www.gs1.org/standards/epc-rfid/guidelines
- Inlay Standards: https://rfid.auburn.edu/temp/gs1-grades.php
- Link to Spec M: https://rfid.auburn.edu/inlays/spec-m.cfm
- RFID training and education is also available on the GS1 US website at:
    https://www.gs1us.org/industries/apparel-general-merchandise/implementation-resources/epc-item-levelreadiness-program

You can also contact Dillard's Vendor Relations via email vendor.compliance@dillards.com or call 501-376-5412

Example A
 UPC tickets with EPC Symbol

EPC Symbol

Example B
Spec M Inlays

Company: Avery Dennison
Model: AD-321r6
Silicon: Monza R6
41.4 mm x 16 mm

Company: Avery Dennison
Model: AD-383u7
Silicon: NXP UCODE 7
50 mm x 30 mm

Company: Alien
Model: ALN-9830 "Squiglette"
Silicon: Alien Higgs-EC
70 mm x 9.5 mm

Company: Avery Dennison
Model: AD-236u7
Silicon: NXP UCODE 7
70 mm x 14.5 mm
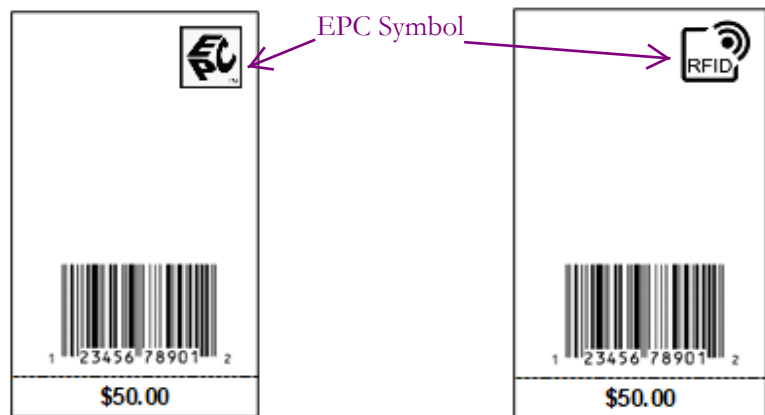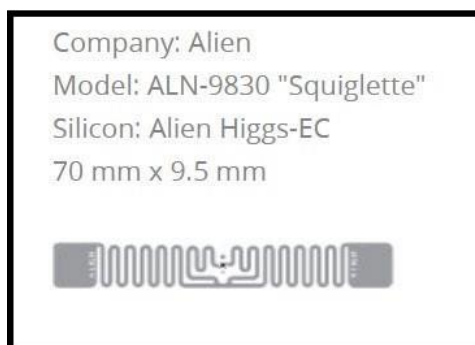
Section X – Packing

General Packing Guidelines

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

One PO Per Carton – Only <u>one</u> purchase order number can be 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 Okay 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 to ensure the contents remain intact during shipping and handling to avoid dirt & dust settling on the items. We have had issues where lighter colored merchandise gets dirty due to the DC sorting, picking & packing process.

Carton Sizes

	Length	Width	Height
Minimum Carton Size:	9" (22.86 cm)	6" (15.24 cm)	3" (7.62 cm)
Maximum Carton Size:	48" (121.92 cm)	26" (66.04 cm)	32" (81.28 cm)
Maximum Weight:	50lbs. (22.68 kg)		

Hangers

Hanging goods are processed in a different location in the DC. When hangers are included with the merchandise, 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.*

If hangers are included, Dillard's requires the Voluntary Inter-Industry Commerce Standards (GS1) Hanger Committee Standard **matte black** "department store" hangers (with metal hooks). But are **NOT** required for *infant's wear, toddlers and intimate apparel foundations such as daywear, panties & bras.* Men's Suits & Outerwear require specific hangers; please contact your Dillard's Merchant for details.

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

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

Hanging Product Protection – Dillard's requests that you poly bag each piece of your merchandise and secure it to the hanger to ensure the contents remain intact during shipping and handling to avoid dirt & dust settling on the items. We have had issues where lighter colored merchandise falls off the hanger and gets dirty due to the DC sorting, picking & shipping process.

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.

Wrinkle Prevention Guidelines

Dillard's requires garments to be displayed in pristine condition on the sales floor to meet customer expectations. These are guidelines to help ensure your merchandise is received suitable for sale. Wrinkled merchandise may be steamed or refused and subject to non-compliance chargebacks.*

Hanging Apparel - Flat Packed

Hangers

- Garments intended to be displayed on hangers must ship on a GS1(VICS) Standard Hanger
- Garments must be secured to the hanger

Poly Bags

- Garments must be individually poly bagged
- The poly bag must be 3 - 4 inches longer than the garment and wide enough to prevent bunching
- Poly bag material must be between .9 mil and 1.5 thick
- Poly bags do not need to be sealed
- If you seal the poly bag, it must be either taped or heat sealed and *Not* tied

> **Please Note: All poly 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."**

Folding & Packing

- If garment is pressed or steamed, it must be completely dried prior to being packed
- If the garment including the hanger is LESS than 40 inches in length, the carton needs to be long enough to fit the garment without folding
- If the garment is GREATER than 40 inches in length, you can use one fold to fit the garment in the carton
- Use the minimum number of folds to fit the carton without wrinkling the merchandise
- Lay garments flat in the carton...*see example A on the following page*
- Alternate garment placement in the cartons with 3-4 garments laying left to right and then 3-4 garments laying right to left...*see example B on the following page*
- Hanger needs to fit squarely in the carton (not at an angle) with less than 1 inch of space on either side of the hanger to keep garments from shifting during transit...*see example C on the following page*
- All hangers need to be secured to the ends of the carton with an elastic loop, paper loop or cardboard cutout and *Do Not* "waterfall" the hangers...*see example D on the following page*
- Inserts, for example: tissue or cardboard, should be sufficient to prevent wrinkled garments but not excessive...*see example E on the following page*
- Shipping carton material must be durable to prevent crushing when stacking cartons...*see example F on the following page*
- When the shipping carton is sealed it should not bulge - no more than 24 - 36 garments per carton...*see example G on the following page*

> **Note: If you put wrinkled merchandise in the carton, it will come out of the carton wrinkled!**

*See Vendor Compliance Processing Charge Policy in Appendix C

Wrinkle Prevention Guideline Examples

Example A - lay garments flat in the carton

Example B - alternate garments left-to-right & right-to-left

Example C - hanger should fit squarely in the carton

Example D - secure hangers to end of cartons

Example D - do not "waterfall" hangers

Example E - cardboard insert

Example F - need durable cartons

Example G - should not bulge
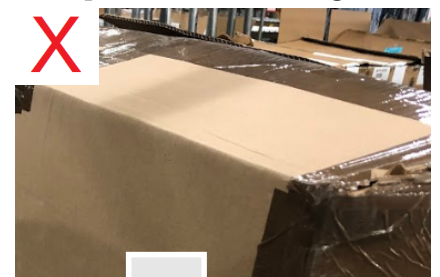
Masterpacks (*PO Must Be By-Store*)

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 **to discuss 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 XI 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 XVII – Prepacks for instructions & examples of Prepack packing

Internet Store Packing

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

Section XI – Shipping Information

Shipping Requirements
Please refer to the Dillard's Corporate Routing Guide posted on eBiz under Vendor Docs/Guides.

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 Dillard's 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. Not all companies are set up with a Penalty Date; this is a pre-arranged agreement between your company and your Dillard's Merchant. If your company is set up this way, the Penalty Date is transmitted in place of the Last Ship Date in the PO. All PO dates can be verified by checking P.O. Inquiry on eBiz.

Purchase Order Inquiry

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 user id/password to access this site. If you have not been set up with a user id by your internal eBiz Administrator, please contact them to be set up. If you do not know your eBiz Administrators, please email **ebiz.support@dillards.com** for assistance. If your company does not have an Administrator, please complete the eBiz Administrator Request form and fax it to **(501) 210-9525** or email to **ebiz.support@dillards.com**.

1. After you sign in select P.O. Inquiry under the "VENDOR APPS" tab at the top of the page.

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

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

4. Once you have entered your PO number(s) click on "Submit" and the following information will be displayed:

   - 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.

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 GS1 Standard Bill of Lading Form and 17-digit Bill of Lading Number addresses these problems and aims to reduce processing time and increase data accuracy. **_Dillard's requires_** the use of a GS1 BOL for *all* shipments that are *not* parcel (example - FedEx Ground). (See Appendix C for chargeback information)

GS1 17-digit Bill of Lading Number and Load ID#

You will need to create the Bill of Lading Number to include your GS1 company prefix, a unique shipper assigned Serial Number and a Modulo 10 check digit. Bill of Lading numbers cannot be reused for 24 months.

(17-digit BOL# information is available at: **http://www.gs1us.org/resources/tools/check-digit-calculator**)

The GS1 BOL# & Load ID# must be transmitted via EDI in the Advance Ship Notice (856) and the GS1 BOL# must be transmitted via EDI in the Invoice (810).

Please use the following EDI Segment Mapping to transmit the 17-digit BOL Number & Load ID#:

856 - REF01 = 'BM' or 'UCB'   REF01 = 'LO'
  REF02 = 17-digit BOL#   REF02 = 10-digit Load ID# (ex; DIL1234567)
  Note: These REF Segments are at the Shipment Level of the 856

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

Bill of Lading Shipment Rules

• When shipping <u>LTL (less than truckload) through a Dillard's Consolidator,</u> the shipper must create a single bill of lading for each distribution center along with a master bill of lading. The master bill of lading number must be transmitted on the EDI 856 ASN and 810Invoice.

• When shipping <u>TL (truckload) through a Dillard's Consolidator,</u> the shipper must create a single bill of lading for each distribution center. These bill of lading numbers must be transmitted on the EDI 856 ASN and 810 Invoice. In addition, the shipper must complete a Dillard's Truckload Consolidated Bill of Lading Recap sheet.

• When shipping <u>LTL (less than truckload) direct to a Dillard's distribution center</u> the shipper must create an individual bill of lading for each destination. This number must be sent on the EDI 856 ASN and 810Invoice.

• When shipping <u>TL (truckload) direct to a Dillard's DC</u> the shipper must create a bill of lading for each destination and transmit them on the EDI 856 ASN and 810 Invoice. 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 the BOL form must match the BOL number sent in the EDI 856 ASN for the purchase order numbers listed on the BOL form.

• When shipping multiple brands/divisions from the same location to a single Dillard's location, Dillard's would prefer that vendor combine all freight onto a single bill of lading. If vendor can't combine all freight onto a single bill of lading Dillard's ask that you use an individual bill of lading for each brand/division along with a master bill of lading to encompass the combined freight being shipped.

Please refer to Dillard's Corporate Routing Guide for the Bill of Lading _form_ guidelines

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**

  o CAD04 = 4 Character SCAC; Example FedEx Ground = 'FDEG'

  o CAD07 = '08' Qualifier Indicating Tracking Number

  o 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**

  o TD502 = '2'

  o TD503 = 4 Character SCAC; Example FedEx Ground = 'FDEG'

  Note: Tracking number is not needed in the ASN transmission

Internet Store Shipments

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

Container Load GOH (Garment on Hanger)

When shipping GOH containers, one carton label should be printed for each CPO/Style/Color/Size. If a CPO/Style/Color/Size is split over multiple containers, create a separate label for that CPO/Style/Color/Size for each container.

Containers should be loaded starting in the front left corner of the container, bottom to top, left to right, front to back. The label should be placed on the last garment of that CPO/Style/Color/Size loaded into the container.

™ **Carton Weight Limitation** -Gross weight of all cartons, regardless of how packed, cannot exceed 50 pounds (22.68 kg.). Failure will result in chargeback.

™ **Carton Dimensions (Hanger cartons)**

	Length	Width	Height
Minimum Carton Size:	N/A	N/A	44" (11.8 cm)
Maximum Carton Size:	30" (76.2 cm)	23" (58.5 cm)	50" (127.0 cm) *****

* 50" Carton Height Requires High Cube Container

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* Name & Address
- Ship *to* name Dillard's with the 4-digit DC number & Address
    - If shipping direct to a Dillard's DC:
      Ship to = Dillard's with the DC number and corresponding address
    - If shipping to a Third Party Consolidator (3PL):
      Ship to = Dillard's with the final destination DC number and corresponding address
    - If shipping to Dillard's DC Consolidation Center:
      Ship to = Dillard's with 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 (GS1 Serial Shipping Container Code) (Bar-coded and Human Readable)
- Bar-code Dimensions:
    - Minimum of .25" quiet zone (blank space) 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

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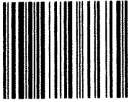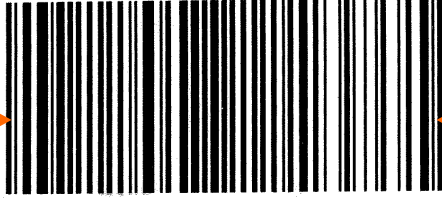
128 Label Testing

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

Ship To Zip Code
Human Readable
& ½" High Barcode

Department #

Pack For Store #
3/8" High
Human Readable

Quite Zone
¼" From Edge

FROM:

Vendor Name
Vendor Address

SHIP TO POSTAL CODE: (420) 85233

TO:

Dillard's DC#
DC Address

PO: (400) 0071979801

DEPT: 853

MARK FOR: 0405

(00) 0 0804323 000012613 9

Ship To Address
Final Destination
Dillard's DC

PO Number
3/8" High
Human Readable

PO Number
½" High Barcode

Carton #
Human Readable

Carton # *Barcode*
3.1" X1.25"

128 Label Placements

☐ Only *one* 128 Carton Label can be placed on the side or end of the carton.
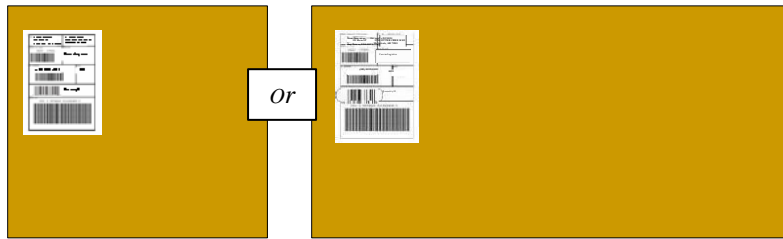
Do not place the 128 Label on the top or bottom of the carton!

☐ 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.   OR

Incorrect way to wrap the
barcode over edge of carton

Correct way to wrap the
barcode over edge of carton

☐ **Stand-up Hanging Carton Label Placement**
Place the 128 Carton Label on the right-hand facing front top side of where the hanger is inserted.

From: **Vendor Name** **Vendor Address**	To: **Dillard's DC#** **DC Address**
Ship to postal code **85233**	
PO: 0071979801	
Dept: **0565**	
MARK FOR: **0405**	

Standard Shipping Label Requirements

- Ship *from* Name & Address
- Ship *to* name Dillard's with the 4-digit DC number & Address
  (Same requirements as listed for 128 label)
- Purchase Order Number (at least 3/8" tall letters)
- Department Number
- Mark for Store number if required (by-store orders)

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

<u>The increased work effort these shipments cause dictates all shipments sent to refusal will be worked as follows</u>

1. Dillard's will e-mail (fax until the e-mail address is set up), the designated vendor e-mail /fax number, the following information:
   - 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 a RA (Return Authorization) has not been received within 5 business 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.

   - Shipments weighing 100 pounds **or** less will be returned to the vendor via FedEx Ground prepaid.

   - Shipments weighing over 100 pounds will be returned to the vendor via the designated inbound carrier "prepaid".

   - Vendors are responsible for filing claims with the carrier when a return shipment is delivered with carrier shortages or damages.

   - 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.

   - Vendors that do not want the merchandise returned can set up a salvage policy based on the number of pieces and/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, the merchandise will not be returned and you cannot invoice Dillard's for the merchandise.

Refusal Issues

✓ It is the <u>vendors' responsibility</u> to keep your companies Return Notification email updated. Using a generic email address such as <u>returns@vendorname.com</u> is encouraged.

✓ Properly marking all items with the UPC ticket is important and only ship what we have ordered on the purchase order (PO).

✓ Do not ship any merchandise that is not listed on the Dillard's PO (EDI 850, eBiz 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" 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 & you will be given a *60-day* grace period to implement EDI, UPCs, & UPC catalog programs:

   - **EDI**

     o EDI mandatory documents and EDI implementation information can be found in Section II and III
     o Dillard's uses OpenText or InterTrade VANS 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:

OpenText **- (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**

     o UPC and UPC catalog information can be found in Sections VI–IX
     o You need to load your UPC information into either the OpenText 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. Payment terms for all merchandise vendors will be 60 days from date of receipt of merchandise at our processing location (or for import vendors, the date of receipt of cargo identified on the Forwarder's Cargo Receipt)

   As an incentive for our vendors, Dillard's has partnered with J.P. Morgan to offer a Supply Chain Program with a low cost financing rate.

   Participants of the program will benefit in areas such as:
   - Accelerated payment options-may receive payment as early as 15 days, as opposed to 60 days under our standard terms
   - Reduced days sales outstanding
   - Low-Cost financing
   - Additional source of liquidity

   For those interested in enrollment in the Supply Chain Finance Program, J.P. Morgan has a dedicated Program Manager, Heather Schmidt, who can explain the benefits and processes. You can call Heather at 312-954-5453 or email her at heather.m.schmidt@jpmorgan.com.

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. Payments will be issued on the Seller's check cycle following the due date if Seller's account is in credit balance.

5. Payments may be delayed where Seller ships merchandise or sends invoices which do not conform in any manner to the Purchase Order.

6. Payments may be delayed if an account is on hold or if claim activity is being investigated.

7. Dillard's is not responsible for interest or late charges on payments made after the due date.

8. 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 BOL and/or 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

Only Vendors that are not able to transmit invoices via EDI and not set up on our vendor website ebiz.dillards.com can 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 Payment Setup and Acquiring Remittance/Chargeback Detail

Payments _within_ the Continental United States

1. Complete legibly the entire Dillard's EFT Authorization Form.
2. Include a voided paper check or deposit slip.
   If a voided paper check or deposit slip is not available a faxed letter from your bank on the bank's letterhead verifying the routing and account number will be accepted.
3. Choose the options your company wants for Remittance and Chargeback/Credit Memo details.
4. An Officer of your company must sign the Dillard's EFT Authorization form.
5. Fax the completed form and voided check or deposit slip to Dillard's Accounts Payable: (501) 210-9649.

☐ **EFT Remittance Detail Options**

  o **Option 1 – Transmitted via the EDI 820 Transaction Set**
    Refer to Section III - EDI Implementation Flow, 820 - Payment Order/Remittance Advice for more information.

  o **Option 2 – Retrieved from Dillard's eBiz Site**
    An eBiz Administrator Security Request Form must be completed and submitted so an Administrator and Sub-Administrator can be set up for your company. The Administrator and Sub-Administrator will need to set-up and give security to personnel within your company who need to review remittance information.

☐ **Chargeback / Credit Memo Detail Options**

  o **Option 1 – Transmitted via the EDI 812 Transaction Set**
    Refer to Section III - EDI Implementation Flow, 812 - Credit / Debit Adjustment for more information.

  o **Option 2 – Retrieved From Dillard's eBiz Site**
    An eBiz Administrator Security Request Form must be completed and submitted so an Administrator and Sub-Administrator can be set up for your company. The Administrator and Sub-Administrator will need to set-up and give security to personnel within your company who need to review chargeback / credit information.

☐ **Factored Vendors**
   Factored vendors have the same Remittance, Chargeback/Credit detail options. Additionally the Factor can receive the EDI 820 & 812 documents directly from Dillard's, or retrieve from Dillard's eBiz site when the vendors' eBiz Administrator grants the Factor security to see their Accounts Payable information. Factored vendors will enter the Factor's bank account information. Factor's new to Dillard's must provide a voided check/deposit slip or bank letter.

Payments _outside_ the Continental United States

The following banking information must be provided on your company's formal letterhead with an original signature of an officer for your company:

1. Name of Bank
2. Address of Bank
3. Bank phone number
4. Bank fax number
5. Swift Code
6. Account Number
7. Beneficiary Name
8. Beneficiary Address
9. Intermediary Bank _(If applicable)_
10. Intermediary's Swift Code _(If applicable)_
11. Mail the banking information letter to: **Dillard's**
    1600 Cantrell Rd
    Little Rock, AR 72201
    Attn: Lanette Bryant

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 sent 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 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:

    o Ship From Address

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

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

    o Department Number

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

- Packing Slips must include:

    o Dillard's 10 digit PO#

    o Item/Style and/or UPC#

    o 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 or the eBiz Vendor Portal, *Do Not* mail invoices to the store you are shipping to, mail them to the Accounts Payable address on the paper PO you received.

    o EDI 810 invoices need to 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

Prepack Guidelines

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**. 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 Prepack

2. Load your Prepack UPC to the catalog and link the component UPCs

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.

5. Mark the individual items within the Prepack with their component UPC. 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.

6. If there is only One Prepack per Shipping Carton:
   a. 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.
      Please see Example 1A & B on the following page for this requirement.
   b. 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. Shoe Prepacks are an example where no inner prepack UPC is required, the prepack UPC would be placed on the carton next to the 128 label.
      Please see Example 1 B on the following page for this requirement.

7. If there is more than one Prepack within a shipping carton:
   a. Each Prepack must be poly bagged, bundled or packed in inner cartons separately.
   b. Each poly bag, bundle or inner carton containing a Prepack must be marked with a Prepack UPC.
   c. The prepack UPC should be placed on the top, front, or on the largest surface of the poly bag, bundle or inner carton containing the Prepack so that the prepack UPC stays visible if laid in a tote.
      Please see Example 2 on the following page for these requirements.

8. Send EDI Invoices (810) & Advance Ship Notices (ASN, EDI 856) for 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.

> **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 Marking Examples

Example 1 A & B: One Prepack per Shipping Carton

A.

Component UPCs

Prepack UPC Label

Poly Bag

B.

128
Carton Label

Prepack UPC Label
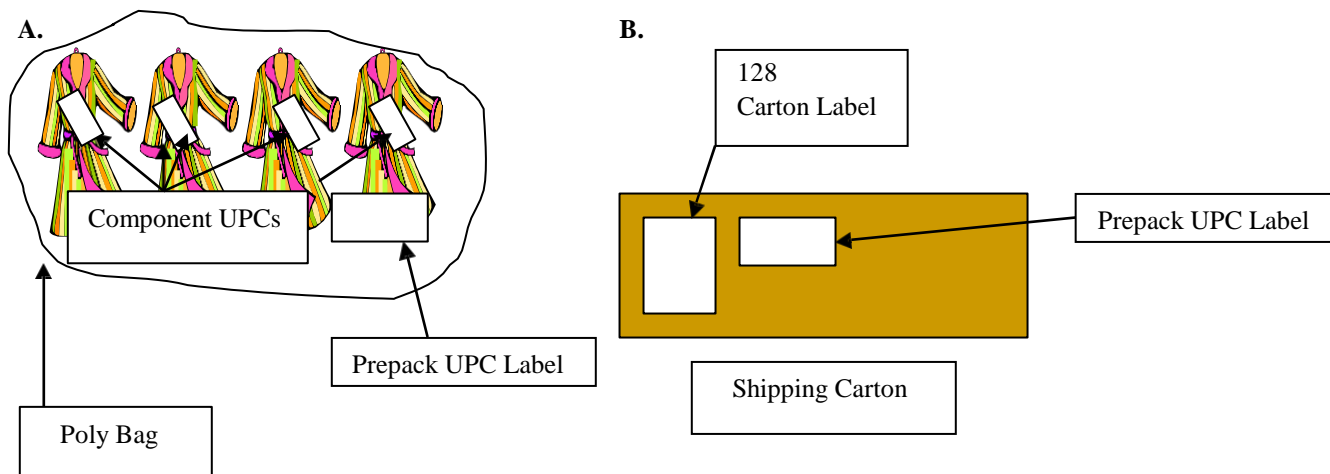
Shipping Carton

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

Component UPCs

Prepack UPC Label

Poly Bags

Prepack UPC Label

Inner Cartons

128
Carton Label

Shipping Carton
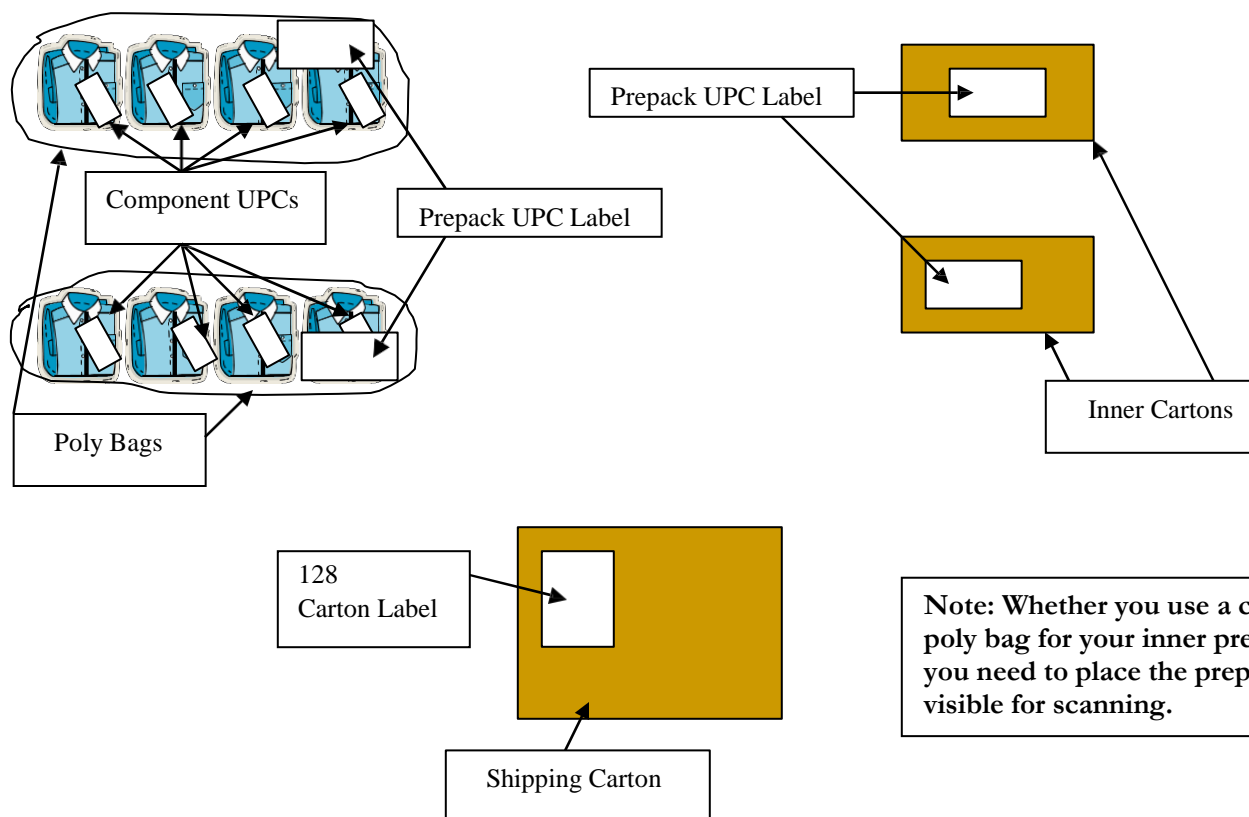
Note: Whether you use a carton or poly bag for your inner prepacks you need to place the prepack UPC visible for scanning.

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 user id & password yet you can use the word 'vendor' as the user id & 'document' as the password to access the site. Select *Store Listing* under the *DOCS & GUIDES* tab at the top of the page.

Pack size Merchandise
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.

> **Please Note: Corporate shoe orders for store numbers 0001, 0002, 0003, 0004, 0007, 0008 or 0009 must be packed in pack sizes (6, 9 or 12) depending on PO/style.**

Carton Marking
- **Options for marking the Pack size 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 Pack size 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 **pack size** the individual items must be poly bagged with the open end closed to ensure the contents remain intact during shipping and handling to avoid 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 a UPC sticker 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

Your Company
123 Main ST
Any Town, USA 55555

Dillard's DC 0024
11701 OTTER CREEK SO
Mabelvale, AR 72103

Carrier Logistics

(400) 0012345001

0091

MARK FOR:

0064

Quantity 12

UPC$_A$ on 128 Label with the quantity contained in the carton.
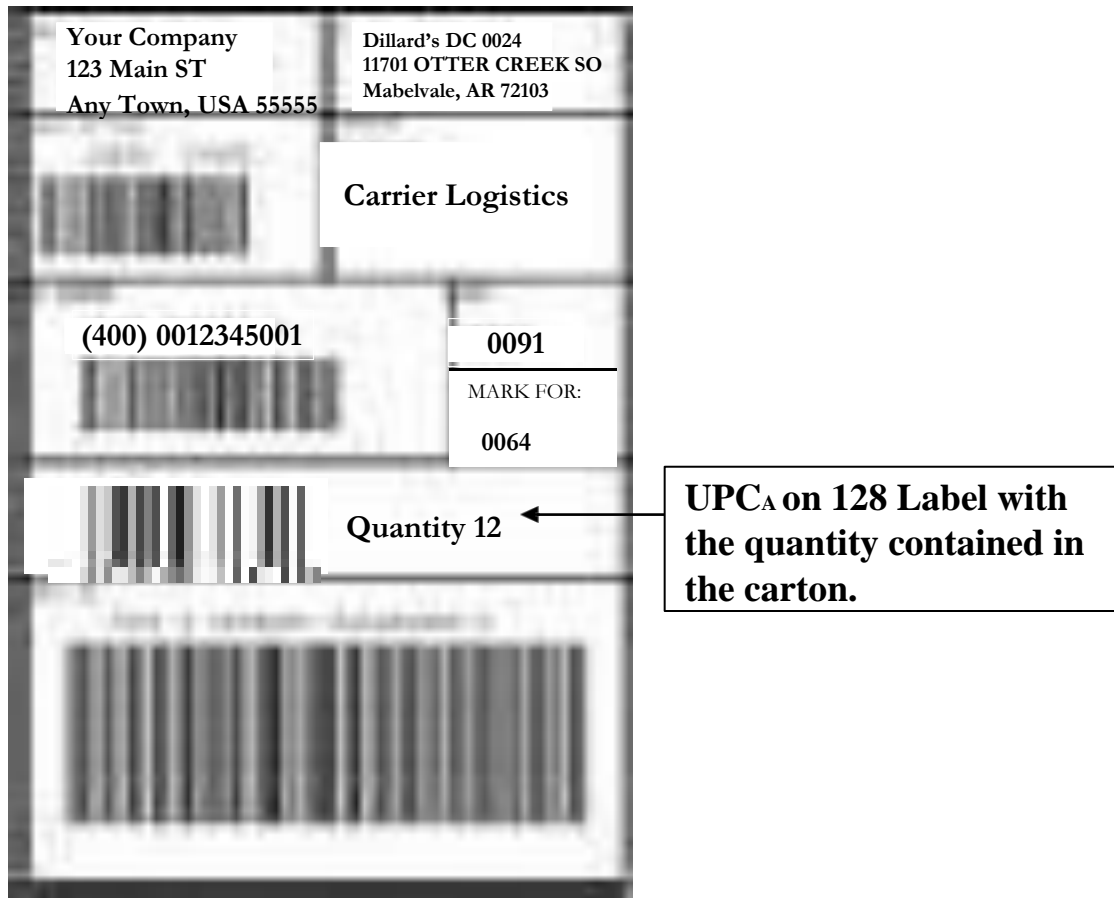
Packsize Option 2 Example

UPC Sticker with QTY

Carton with 128 Label & UPC Sticker

Quantity 12

1   23456 78910   4

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 ensure the contents remain intact during shipping and handling to avoid dirt & dust settling on the items while in the Internet fulfillment center. Examples of this type of 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.

Dillard's requests merchandise **not** *be marked with Dillard's retail price or MSRP but if included the retail price or MSRP must be* **perforated** *on the UPC ticket.*

Examples:

- UPC Sticker on Poly Bag
- UPC Bar Code on hang tag Attached to merchandise
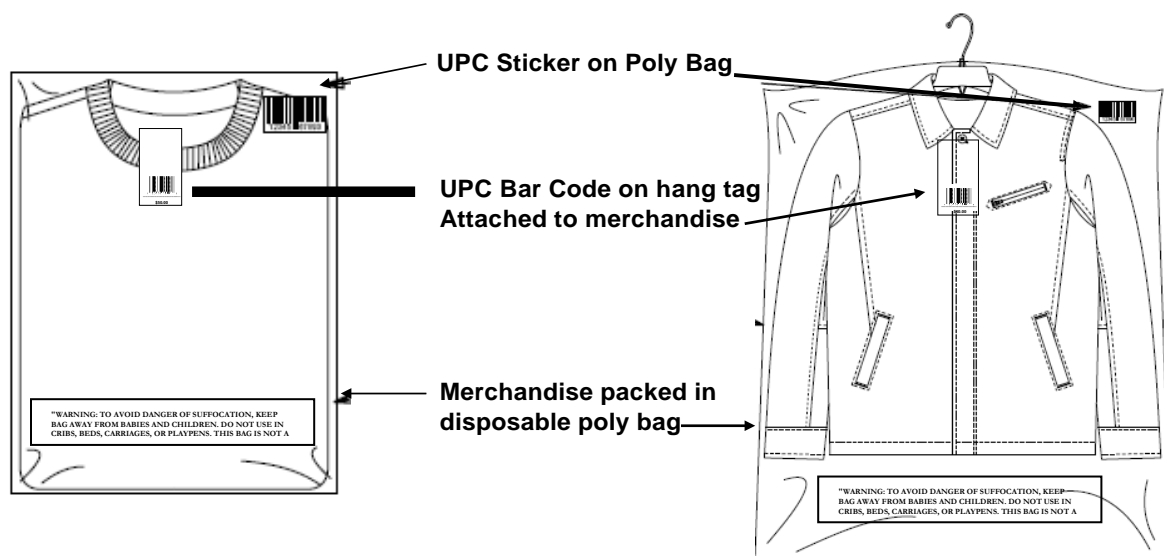- Merchandise packed in disposable poly bag

"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

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

Section XXI – Dillard's Image and Attribute Exchange

Dillard's is requesting your partnership in supplying images to us for e-Commerce and Marketing. The growth of digital marketing and sales has increased image usage dramatically. We are committed to find ways to streamline the e-Commerce publishing process and to automate how **product images** and extended attributes are acquired from our suppliers. An automated process is needed to increase efficiencies and minimize costs related to image and attribute exchange. By providing style information, the image location and the image name on the eBiz spreadsheet or on a UPC catalog, Dillard's is able to use this information to automatically retrieve the image file with a web service call to the hosting site. The system will match the image to the style or style color and place it in the Dillard's asset management system. This eliminates the manual retrieval and matching process, saving both our companies' time, increasing accuracy and speed to market.

> **Note: You hereby acknowledge and agree that any creative or lifestyle image you provide to Dillard's is provided without restriction on use by Dillard's.**

Images Standards and Best Practices also available on the GS1 website:
https://www.gs1us.org/DesktopModules/Bring2mind/DMX/Download.aspx?command=core_download&entryid=400&language=en-US&PortalId=0&TabId=134

Attributes Standards and Best Practices also available on the GS1 website:
https://www.gs1us.org/DesktopModules/Bring2mind/DMX/Download.aspx?command=core_download&entryid=430&language=en-US&PortalId=0&TabId=134

> ***Note: The attributes are organized by product type, so be sure to reference the Guideline to see which attributes apply to your product. We realize there will be some attributes that you cannot provide today. Begin sending the attributes available now and work toward the ones that will take additional time.**

Image Exchange

    Options for Automating

- 3rd Party UPC Catalog (OpenText or InterTrade)
- eBiz Spreadsheet Upload (using the Industry Standard Spreadsheet and

Process   ebiz.dillards.com)

1. Host Images on URL or FTP Site
2. Allow Dillard's access to retrieve the images
3. Provide Location and Image Information via spreadsheet or 3rd Party UPC Catalog

Attribute Exchange

    Options for Automating

- 3rd Party UPC Catalog (OpenText or InterTrade)
- eBiz Spreadsheet Upload (using the Industry Standard Spreadsheet and

Process   ebiz.dillards.com)

    Upload Attribute to 3rd Party UPC Catalog or eBiz Spreadsheet

Technical Specs, Training & Documentation Contact

- Option 1 - 3rd Party UPC Catalog
    - **OpenText** <u>800-334-2255</u> 2, *, 4, 1
      Email Communitylink@opentext.com
      Dillard's Landing Page: http://www.opentext.com/what-we-do/products/business-network/customers/dillards

    - **InterTrade** <u>800-873-7803</u> option 3
      Email CustomerService@intertrade.com
- Option 2 – eBiz Upload
    - **Dillard's** <u>501-376-5412</u>
      Email eBiz.support@Dillards.com

This will be a compliance requirement in the near future as Dillard's will eliminate *manually* pulling images from our vendor's websites or receiving images by eMails, CDs, or DVDs. We look forward to working with you.

Section XXII – Drop Ship

Dillard's Drop Ship program is a partnership to help serve our customers. Vendors will be selected and approved for this program by an Internet Merchant. These requirements must be met to be considered as a Drop Ship Vendor. Please contact our Internet Fulfillment Merchant Team if you are interested in this program.

EDI Required & Other Documents:

846 – Inventory Inquiry/Advice
850 - Purchase Order
870 – Order Status Report
810 – Invoice
Packing Slip
Dillard's Return Policy

*EDI Mapping is available on eBiz

- All styles and UPCs valid for this program must be sent to a Dillard's approved third party catalog

- Descriptive merchandise information and images for publishing to our web site must be provided
    o Attributes including copy and images will be accepted via an automated process using the UPC catalog or eBiz

- EDI 846 Inventory Advice Document
    o File transmitted at least once a day and must contain all UPCs within the Drop Ship Program
    o Quantities transmitted must reflect current inventory

> **Note: If a UPC is not available you must send the UPC in the 846 file with quantity = 0**

- EDI 850 Purchase Order
    o Each order must be processed as a unique shipment
    o Multiple shipments on a PO are not allowed

- EDI 870 Order Status Report document must be transmitted if any item on the order cannot be shipped

- Shipping
    o Orders must ship the same day or no later than the end of the next business day
    o Orders must be shipped to the customer via **FedEx Bill Shipper** (Dillard's will provide the account#)
    o Must be able to ship all U.S. Military addresses, P.O. Boxes, Hawaii, Alaska, Puerto Rico, Guam and other U.S. Territories. Alternate carriers (i.e. **United States Postal Services via FedEx SmartPost**) must be used for these shipments.
    o Shipments must include a Packing Slip
    o Shipments must include a copy of the Dillard's Return Policy

- EDI 810 Invoice
    o Must be transmitted as soon as the order has been shipped to the customer
    o FedEx SCAC code and tracking number are required in the invoice
    o Any handling charges should be sent in the SAC segment of the EDI 810

If you have any questions regarding Drop Ship Guidelines email **edi.dropship@dillards.com**

Appendix A: Contacts

Dillard's Vendor Relations

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

Anita Spence - Director, Vendor Relations

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

Theresa Bartolin - Manager, Vendor Relations
Supply Chain Compliance/DC Packing & Marking/
Salvage Policy & Return Notification

Phone **501-379-5787**
E-mail **theresa.bartolin@dillards.com**
E-mail **vendor.compliance@dillards.com**

Rick Whitley - UPC Coordinator
UPC Catalog / UPC Inquiries / UPC Ticket
Testing / Catalog Image Onboarding &
Support / Vendor Compliance

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

Cathy Waymire - Vendor Setup & Support
EFT / eBiz / New Vendor Account Setup

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

Grace Evans - Images & eBiz Support
eBiz Image Upload - Onboarding and Support/
eBiz Administrator User Support & Training, Sales Download

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

Bobby Midkiff - Supply Chain Compliance Support
Carton Discrepancy / Cross-dock /SCAC/BOL/Load Id/
Late or Missing ASN Issues & Questions / EDI-Compliance
Chargebacks

Phone **501-376-5485**
E-mail **vendor.compliance@dillards.com**

David Brown - EDI Drop Ship Support
EDI-Drop Ship On-boarding & Support

Phone **501-376-5390**
E-mail **edi.dropship@dillards.com**

Don Thornton - EDI Production & Logistics Support
EDI Testing, On-boarding & Production Issues / EDI Rejects &
Compliance / Carrier EDI Document Support

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

Shannon Lertique - Training & Compliance Support
Drop Ship Support /POE / RFID / Education & Training
Support

Phone **501-399-7442**
E-mail **vendor.compliance@dillards.com**
E-mail **vendor.education@dillards.com**

Appendix A: Contacts

<u>Dillard's Replenishment</u>

Mark Kaucher   -   Manger Replenishment Department   Phone   **501-399-7898**
Basic Replenishment and Trending   Fax   **501-399-7575**
                                                                 E-mail   **mark.kaucher@dillards.com**

<u>Dillard's Accounts Payable Department</u>   Phone   **501-399-7922**
                                                                 Fax   **501-210-9573**
                                                                 E-mail   **accounts.payable@dillards.com**

<u>Dillard's Corporate Logistics Department</u>   Fax   **501-210-9552**
                                                                 E-mail   **traffic.office@dillards.com**
                                                                          tms.routing@dillards.com

<u>Dillard's Distribution Centers</u>   *See Dillard's Corporate Routing Guide*
                                                                 for Current Directory

<u>Dillard's Regional Buying Offices</u>

East Region – 02   Phone   **727-341-6000**
                                                                 Fax   **727-341-6007**

Central Region – 04   Phone   **501-376-5200**
Home/Big Ticket   Fax   **501-399-7851**

Internet Fulfillment – 06   Phone   **817-831-5431**
                                                                 Fax   **817-831-5290**

Southwest Region – 07   Phone   **817-831-5111**
                                                                 Fax   **817-831-5398**

West Region – 09   Phone   **480-736-2000**
                                                                 Fax   **480-736-2200**

Corporate Buying Offices

Cosmetics   Phone   **972-660-8109**

Salon   Phone   **913-599-4400**
                                                                 Fax   **913-599-1214**

Appendix A: Contacts

Third Party Assistance

OpenText

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

    Phone: **(800) 334-2255** Option 3, or **Communitylink@opentext.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 OpenText 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 OpenText 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 OpenText or InterTrade and tell them you are a Dillard's vendor wanting to set your UPCs up on their Electronic Catalog. OpenText 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

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

OpentText   Phone: **(800) 334-2255** Option 3, or email **Communitylink@opentext.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?

- **Automatic Replenishment** - Contact your Dillard's Merchant

- **Buyouts and/or Licenses Changes** - Section XIII – Vendor Change of Ownership
  Contact **Accounts.Payable@Dillards.com**

- **Communication Problems** - Contact the network and/or EDI software company

- **Duplicate Transmissions** - Contact Dillard's EDI department for assistance

- **EDI Related Chargebacks** – Contact **Vendor.Compliance@Dillards.com**

- **General Purchasing or Policy Questions** - Contact your Dillard's Merchant

- **Hanger Types** – Section IX-Packing; General Packing Guidelines

- **Invalid PO Data** - Contact your Dillard's Merchant to have data corrected via the EDI 860 PO Change document

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

- **Missing Purchase Orders** (PO's) **or PO changes** - Contact your Dillard's Merchant (buyer)

- **Non-EDI Related Chargebacks** – Contact **Accounts.Payable@Dillards.com**

- **New Program Information** (EDI, UPC, etc.) - Contact **Vendor.Compliance@Dillards.com**

- **Shipping & Routing Information** – Refer to Corporate Logistics Routing Guide

- **Size of Shipping Cartons** – Section IX-Packing; General Packing Guidelines

- **TMS Route Requests** – Contact **TMS.Routing@Dillards.com**

- **UPC or 128 Carton Label Marking Questions** - GS1; **www.gs1.org**

- **Unpaid Invoices** – Contact **Accounts.Payable@Dillards.com**

Appendix B: Terminology

AIMS:	(Dillard's) **A**utomated **I**nventory **M**anagement **S**ystem tracks receipts & sales, creates orders for basic merchandise
ANSI:	**A**merican **N**ational **S**tandards **I**nstitute
ANSI ASC X12:	**A**merican **N**ational **S**tandards **I**nstitute **A**ccredited **S**tandards **C**ommittee **X12**
ASN:	**A**dvance **S**hip **N**otice (856 Document)
BOL:	**B**ill **o**f **L**ading
BWB:	**B**uyer **W**ork**b**ench – Dillard's application to speed the order process
DC:	**D**istribution **C**enter
Dept:	Dillard's **Department** Number - identifies the area in the store merchandise is sold
DUNS Number:	A non-indicative 9-character number assigned and maintained by **Dun & Bradstreet** to identify unique business establishments
DMM:	(Dillard's) **D**ivisional **M**erchandise **M**anager
EAN:	**E**uropean **A**rticle **N**umber
eBiz:	Dillard's Vendor Website
EDI:	**E**lectronic **D**ata **I**nterchange
EFT:	**E**lectronic **F**unds **T**ransfer
E-mail:	**E**lectronic **Mail**
EPC:	**E**lectronic **P**roduct **C**ode
FA:	**F**unctional **A**cknowledgment (997 Document)
GMM:	(Dillard's) **G**eneral **M**erchandise **M**anager
GOH:	**G**arment **O**n **H**anger
GS1:	An organization dedicated to the maintenance and fine-tuning of industry standards in the department and grocery store industries. They are dedicated to improving the efficiency of the supply chain and address high-level strategic standards requirements. They, also, administer the Universal Product Code (U.P.C.).
GS1 BOL:	**GS1** Standard 17-digit **B**ill **O**f **L**ading number
GTIN:	**G**lobal **T**rade **I**dentification **N**umber (includes UPC & EAN)
InterTrade:	**EDI** Value Added **Network** & provides an electronic UPC catalog
Load ID:	A **10-character/digit** assigned to a shipment by Dillard's TMS system for routing
MIC:	(Dillard's) **M**anufacturers **I**dentification **C**ode 3-digit number that identifies a vendor within a department
MSRP:	**M**anufacturers **S**uggested **R**etail **P**rice
NRF:	**N**ational **R**etail **F**ederation
OpenText:	**EDI** Value Added **Network** & provides an electronic UPC catalog

Appendix B: Terminology

PID: (Vendor's) **P**roduct**ID**

PO: **P**urchase **O**rder (850 Document)

POC: **P**urchase **O**rder **C**hange (860 Document)

POE: **P**ort **O**f **E**ntry, also known as DC Bypass or Direct to DC shipments

POS: **P**oint **O**f **S**ale

RA/RN: **R**eturn **A**uthorization/**R**eturn**N**otification

RFID: **R**adio **F**requency**I**dentification

SCAC: **S**tandard **C**arrier **A**lpha **C**ode
                               4-alpha characters assigned to a carrier by the American Trucking Association

SKU: (Dillard's) **S**tock-**K**eeping **U**nit
                               Generally, a SKU corresponds to a unique product's style/color/size

SSCC: **S**erial **S**hipping **C**ontainer **C**ode – a 20-digit number assigned to carton

TMS: (Dillard's) **T**ransportation **M**anagement **S**ystem

UPC: **U**niversal **P**roduct **C**ode - administered by GS1

UPCa: **Symbology** used to create UPC or EAN barcodes

VAN: **V**alue **A**dded **N**etwork 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 4-digit number assigned by GS1 identifies the versions.

XDOC: **Cross-dock,** Dillard's DCs convey cartons from the inbound truck to the outbound truck with minimal handling

128 Label: Shipping Carton Label
810:   EDI Invoice
812:   EDI Credit/Debit Adjustments
816:   Electronic Store Listing
820:   Remittance Advice
850:   EDI Purchase Order
852:   Electronic Sales & Inventory information
856:   EDI Advance Ship Notice
860:   EDI Purchase Order Change
864:   EDI Text Message
997:   EDI Functional Acknowledgement

Appendix C - Dillard's Vendor Compliance Processing Charge Policy

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

DESCRIPTION	PROCESSING CHARGE
Marking Charges	
Merchandise Not UPC Marked	$100 per UPC/SKU + $1 per Piece
Poor Quality UPC Ticket (Non-Scanable)	$100 per UPC/SKU + $1 per Piece
Wrong or Missing Retail (If Required)	$100 per UPC/SKU + $1 per Piece
UPC Ticket on Wrong Merchandise	$100 per UPC/SKU + $1 per Piece
Prepack UPC Missing from Carton/Package	$100 per UPC/SKU + $1 per Prepack
Prepack UPC on Wrong Carton/Package	$100 per UPC/SKU + $1 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 $55 Per Paper Invoice if EDI 810 Invoice is in Production
864 Text	$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 Received Without 856 plus $50 per Carton
128 Carton Label without 856	$50 per Carton If 856 Not Received plus $250 per PO
Missing\Invalid BOL #	$500 Flat Charge per Month per Document type for any ASN & Invoice BOL Error + $50 Per Invoice and per ASN
Missing\Invalid SCAC	$50 per Invoice and per ASN
Missing\Invalid Dillard's Load ID #	$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 **_or_** via eBiz

Appendix C - Dillard's Vendor Compliance Processing Charge Policy

DESCRIPTION	PROCESSING CHARGE
UPC Catalog Charges	
UPC Info Manually Entered	$10 per UPC/SKU Record Entered
Excessive UPC/Style Changes/Corrections	$250 per Occurrence, $5 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
Packing Violations	
Any violation of packing instructions with the exception of the "hanger type".	$50 per Carton
Steamed Merchandise Charges	
If wrinkled merchandise is received that requires steaming in order to be displayed in pristine condition on the sales floor	$1.00 per piece steamed
Substitutions, Overages And Merchandise Not Ordered	
Items not on Dillard's purchase order, Merchandise overages shipped, size and/or coordinating distribution incorrect.	$200 and 100% of Freight Charges to Return Back to Vendor