

A handwritten signature in black ink, appearing to read 'W. De...'. The signature is stylized and cursive, with a large initial 'W' and a long, sweeping underline.

## **Vendor Logistics/Shipping Manual**

This manual is and at all times shall remain the property of the L&T it is designed and intended for use by the vendor's Shipping/Logistics departments. It is delivered solely for the purpose of performance of any L&T purchase orders on the express condition that neither the manual nor the information contained herein shall be disclosed to others. This manual may be reproduced for your company's internal use in performing Imports L&T purchase orders. This manual and any copies thereof shall be returned to the L&T or destroyed in the event you cease receiving or filling L&T purchase orders or in the event you receive a subsequent edition of the manual. These obligations shall survive the cancellation, termination or completion of any L&T purchase orders.

**UPON RECEIPT OF THIS MANUAL ALL PREVIOUS LOGISTICS/SHIPPING MANUALS MUST BE DESTROYED**

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# 1 To Our Vendors

**Welcome to Lord & Taylor, LLC dba Lord & Taylor! We would like to take this opportunity to express our thanks for entering into a partnership with us. Lord & Taylor has endeavored to elevate our place within the retail market, and we will continue this success by partnering with vendors such as you.**

**One important component of this success is our state of the art Distribution Center. The facility has been designed to place your product on our sales floor in the least amount of time possible. It is the cooperation and support of our vendors that has made this process a rewarding experience for all involved.**

**We have assembled this book in order to make your introduction to Lord & Taylor as seamless as possible. Lord & Taylor expects our vendors to support us by shipping merchandise “floor ready,” trading with our required EDI transactions, and following our Transportation, Packing and Invoicing guidelines. Enclosed you will find important information regarding several aspects of electronic data transfer, shipping, and accounts payable. Please take a moment to read through this information completely and carefully. If you have any questions regarding this material, we have provided a comprehensive contact list so that you may quickly locate the person who will be most able to assist you.**

**There are several forms that we are requesting that you complete in conjunction with the buyer. These will ensure that all the information on our systems is both accurate and complete.**

**We look forward to doing business with you long into the future. Please do not hesitate to call on us for any assistance that you might need as you prepare to ship your first order.**



## 2 Lord & Taylor Contacts List

Lord & Taylor Vendor Assistance Contacts		
Contact	Telephone/E-mail	Area of Responsibility
Debra Marcinko	(570) 821-6394 <a href="mailto:Debra_Marcinko@lordandtaylor.com">Debra_Marcinko@lordandtaylor.com</a>	Sr. Supply Relationship Manager <ul style="list-style-type: none"> <li>• Floor Ready questions</li> <li>• Hanger information</li> <li>• New Vendor information</li> <li>• Compliance issues</li> </ul>
Gilbert Miller	(905) 792-4480 <a href="mailto:Gilbert.Miller@HBC.com">Gilbert.Miller@HBC.com</a>	Sr. Manager Supply Relationship Manager

Lord & Taylor Transportation		
Contact	Telephone/E-mail	Area of Responsibility
	(570) 821-6235 <a href="mailto:Traffic.LT@lordandtaylor.com">Traffic.LT@lordandtaylor.com</a>	Manager of Transportation <ul style="list-style-type: none"> <li>• Routings and Truckloads</li> </ul>
General Traffic Questions	<a href="mailto:Traffic.LT@lordandtaylor.com">Traffic.LT@lordandtaylor.com</a>	
Packing Slips	<a href="mailto:PackingSlips@lordandtaylor.com">PackingSlips@lordandtaylor.com</a>	Email packing slips. PO number must be included in Subject line of e-mail.

Lord & Taylor EDI Office 424 5 <sup>TH</sup> Avenue New York, New York		
Contact	Telephone/E-mail	Area of Responsibility
Andrea Smith	(212) 382.6326 <a href="mailto:Andrea_Smith@LordandTaylor.com">Andrea_Smith@LordandTaylor.com</a>	SR. Manager, MIO/EDI
Patricia Graham	(212) 391-5378 <a href="mailto:Patricia_Graham@lordandtaylor.com">Patricia_Graham@lordandtaylor.com</a>	Manager, EDI <ul style="list-style-type: none"> <li>• EDI and Floor Ready questions</li> <li>• GTIN and retail requirements/GTIN conversions.</li> <li>• Ticket format approvals and issues</li> <li>• EDI capability issues</li> <li>• EDI testing and implementation</li> <li>• EDI production maintenance of all EDI documents</li> <li>• Vendor EDI transmission problems</li> <li>• Passwords to Vendor on line Reports</li> </ul>
Riva Mogilevsky	(212)-382-7723 <a href="mailto:riva_mogilevsky@lordandtaylor.com">riva_mogilevsky@lordandtaylor.com</a>	Analyst, Radio Frequency Identification (RFID) <ul style="list-style-type: none"> <li>• RFID</li> <li>• Email questions to <a href="mailto:partners.lordandtaylor.com">partners.lordandtaylor.com</a></li> </ul>



Lord & Taylor Account Inquiries and Correspondence		
<b>Note:</b> Questions regarding disputes, payments, and inquiries about handling charges, contact the following:		
	Email	Phone Number/Hours
	<a href="mailto:AP.Helpdesk@lordandtaylor.com">AP.Helpdesk@lordandtaylor.com</a>	<b>1-703-404-9129 or 1-612-216-7340</b> <b>Monday - Friday 8:00 AM - 4:00 PM</b>

Lord & Taylor Distribution Center –RTV Contact		
Contact	Telephone/E-mail	Area of Responsibility
Michelle Tarnowski	(570) 821-6223 <a href="mailto:michelle_tarnowski@lordandtaylor.com">michelle_tarnowski@lordandtaylor.com</a>	Mgr. RTV's – Return to Vendor <ul style="list-style-type: none"> <li>• RTV questions and information</li> </ul>

### 3 Industry Contacts

#### Approved Hanger Suppliers

Sourcing Solutions <a href="http://www.ss-intl.com">www.ss-intl.com</a>	Uniplast <a href="http://www.unioplastindustries.com">www.unioplastindustries.com</a>	Visconti <a href="http://www.viscontihangers.com">www.viscontihangers.com</a>
Mainetti <a href="http://www.mainetti.com">www.mainetti.com</a>	Alliance Hangers <a href="mailto:steve@alliancehangers.com">steve@alliancehangers.com</a>	Hanger Plus <a href="http://www.hangerplus.us">www.hangerplus.us</a> <a href="mailto:info@hangerplus.us">info@hangerplus.us</a>
Terpac Plastic International <a href="http://www.terpac.com">www.terpac.com</a> <a href="mailto:mgatis@terpac.com">mgatis@terpac.com</a>	<b>GOH International Ltd.</b> Email: <a href="mailto:LauraMorrissey@goh-intl.com">LauraMorrissey@goh-intl.com</a> Attn: Laura Morrissey 732-299-6606 Or <a href="mailto:sales@goh-intl.com">sales@goh-intl.com</a>	

#### A Sampling of the Ticket Suppliers

<b>Rapid Tags</b> <b>(Denise Newton)</b>	877-438-8247 <a href="http://www.rapidtags.com">www.rapidtags.com</a>	<b>PAX Tag &amp; Label Inc.</b> <b>(LA area)</b>	800-729-8247 <a href="http://www.paxtag.com">www.paxtag.com</a>
Monarch/Paxar	937-865-2907	RER International LLC	718-793-3900
Stratix Corp. <b>(Laura Redman)</b>	770-582-4203 <a href="mailto:laura.redman@Stratixcorp.com">laura.redman@Stratixcorp.com</a>	Avery Dennison	800-225-5913



### Suggested Electronic Providers

DI Central <a href="http://www.dicentral.com">www.dicentral.com</a> <a href="mailto:sales@dicentral.com">sales@dicentral.com</a> 281-480-1121 Option 4	Inovis Catalogue 877-446-6847 <a href="http://www.gxs.com/inovis">http://www.gxs.com/inovis</a>	EDI Van Services GXS Global exchange Services 800-334-5669, Option 3 <a href="http://www.gxsolc.com/">http://www.gxsolc.com/</a>
1 EDI Source <a href="http://www.1edisource.com">www.1edisource.com</a> <a href="mailto:sales@1edisource.com">sales@1edisource.com</a> 877-334-9650	EDICOM CORP. <a href="http://www.edicomgroup.com">http://www.edicomgroup.com</a> <a href="mailto:marketing_us@edicomgroup.com">marketing_us@edicomgroup.com</a> 212-889-1909	Springs Systems Email: <a href="mailto:getstarted@springsystems.com">getstarted@springsystems.com</a> Web: <a href="http://www.springsystems.com">www.springsystems.com</a> Phone: 888-275-2160 Ext 543
VICS Floor Ready Guidelines Voluntary Interindustry Commerce Standards 609-620-4590 <a href="http://www.vics.org/">http://www.vics.org/</a>	NRF Color & Size Codes National Retail Federation 202-783-7971 <a href="http://www.nrf.com/">http://www.nrf.com/</a>	

### Obtaining UPC Numbers

GS1 US (Customer Service)  1-800.543.8137 Toll Free Number 1.937.435.3870 Main Phone Number  <a href="mailto:info@gs1us.org">info@gs1us.org</a>  Office Hours: Monday – Friday 8:00 AM – 6:00 PM ET	GS1 US (Technical Support)  1.866.280.4013 Option 2 1.937.610.4223  Support Hours: Monday – Friday 8:00 AM – 8:00 PM ET  1SYNC Customer Service: <a href="mailto:customerservice@1sync.org">customerservice@1sync.org</a>  1SYNC Technical Support: <a href="mailto:customersupport@1sync.org">customersupport@1sync.org</a>
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## 4 New Vendor Information and Forms

Lord & Taylor expects our vendors to support us by shipping merchandise “floor ready,” trading with our EDI transactions, and following our Transportation, Packing and Invoice guidelines. This document will enable you to successfully trade documents with Lord & Taylor to ensure your shipment is received, processed and paid in an accurate and timely manner.

**Note:** Email forms to your L&T buyer with a copy to Patricia Graham at [Patricia\\_graham@lordandtaylor.com](mailto:Patricia_graham@lordandtaylor.com). You may also fax the documents to Patricia at 212-391-3162

Lord and Taylor has retained DiCentral to manage our testing process for EDI document specifications. Please contact DiCentral to make arrangements to test your documents. Any trading partner that does not meet the testing requirements will be subject to expense off-set charges, should the documents be rejected by the Lord & Taylor translator. There is no in house testing.

Contact DiCentral directly to test EDI documents at:

DiCentral Corporation  
(281) 480-1121 Ext. 6  
[sales@dicentral.com](mailto:sales@dicentral.com)

[www.dicentral.com](http://www.dicentral.com)

Lord & Taylor Compliance Registration Link:

<http://secure1.dicentral.com/DITest/customers/Lor2251/Lor2251.asp>

To access the following Lord & Taylor reports, you will need to fill out the forms found in the Vendor Reporting section of the [partners.lordandtaylor.com](http://partners.lordandtaylor.com).

- [Selling Reports](#)
- [Accounts Payable Reports](#)

Failure to follow the instructions in this manual and the Routing Carrier Guide could result in an Expense Off-Set charge.

Should you have any questions about this manual or questions in general please contact Debra Marcinko, [Debra\\_Marcinko@lordandtaylor.com](mailto:Debra_Marcinko@lordandtaylor.com) or 570-821-6394.

### Instructions – Merchandise Request Form

- The proper Company name should be supplied. Only fill out the Parent Co. line if you are a division of a larger co. (e.g. Nine West is a division of Jones).
- A factor is usually a bank that will give a Vendor funds to produce the merchandise ordered. Therefore, invoices for this merchandise are due to the factor. If factored, please enter the factor’s name and address on the form. Lord & Taylor will provide the Duns number.
- The Pay To address is used as the address where all payments will be sent. It is imperative that Vendor notifies Lord & Taylor in writing if this address changes in order to avoid delays in payment.
- The Ship From address is the location from which Vendor ships goods. If multiple SHIP FROM addresses please attach a separate page.
- **Items that must be attached to this form**
  - A Voided Vendor Invoice with the information below printed on it (Name, Address, Duns, etc.)
  - Vendor Return Information Form
  - A Vendor letter stating payment terms (Discount, etc.)

**Note:** Failure to attach any of these forms will result in the vendor not being added to the vendor master file until all requirements are met.



### 4.1.1 Merchandise Request Form

**Note:** Email forms to Patricia Graham at [Patricia\\_graham@lordandtaylor.com](mailto:Patricia_graham@lordandtaylor.com) and your buyer or Fax the documents to 212-391-3162

ADD: NEW VENDOR <input type="checkbox"/> CHANGE: New Vendor Specify <input type="checkbox"/> NEW DEPT/MFG <input type="checkbox"/> ADDRESS <input type="checkbox"/>	
<b>VENDOR NAME INFORMATION</b>	
<b>VENDOR RFS INFORMATION</b>	
VENDOR NAME: PARENT COMPANY: LABEL NAME:	DEPT #: MFG#: DUNS#:
<b>FACTOR INFORMATION</b>	
IS VENDOR FACTORED: <input type="checkbox"/> YES <input type="checkbox"/> NO FACTOR NAME: FACTOR DUNS #:	
<b>VENDOR ADDRESS INFORMATION</b> (All boxes must be filled out completely even if they are duplicate)	
<b>PAY TO:</b> <b>ADDRESS:</b>  CITY:      STATE:      ZIP:	<b>CORRESPOND TO:</b> <b>ADDRESS:</b>  CITY:      STATE:      ZIP: PHONE:
	<b>SHIP FROM:</b> <b>Freight must be shipped to L&amp;T using USA address</b> <b>ADDRESS:</b>  CITY:      STATE:      ZIP: PHONE:

### Instructions – Floor Ready Form

- The **Order From Address** is the address where Purchase Orders are sent or your Sales Rep/Showroom address.
- The **RTV Address** is the address to which Lord & Taylor will ship merchandise returns. This address is not necessarily the same as the Ship From address.
- **Freight and Discount Terms are agreed upon with your Merchant.** Please attach a letter on your company letterhead stating agreed upon terms. FOB refers to "Freight on Board". It is the City, State, and Zip Code where the ownership of the merchandise transfers from the Vendor to Lord & Taylor.
- **Minority or Woman Owned Business** is used required for Supplier Diversity Tracking. The minority Classifications are as follows: AA – Asian American, AI - American Indian, B - African American, HIS – Hispanic, U – Unspecified. Some states will supply a vendor with a certificate for minority or woman owned status. Please attach a copy of that certificate, your Dun and Bradstreet report, or a Letter stating that you are minority or woman owned.



### 4.1.2 Floor Ready Form I

**Note:** Email forms to Patricia Graham at [Patricia\\_graham@lordandtaylor.com](mailto:Patricia_graham@lordandtaylor.com) and your buyer or Fax the documents to 212-391-3162

<b>ORDER FROM:</b> <b>ADDRESS:</b>  <b>CITY:      STATE:      ZIP:</b> <b>PHONE:</b>	<b>RETURN TO VENDOR (RTV):</b> <b>ADDRESS:</b>  <b>CITY:      STATE:      ZIP:</b>												
<b>DISCOUNT TERMS:</b> <b>Percent:</b> <b>Days:</b> <b>EOM:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Net Days:</b> <b>EOM:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>FREIGHT TERMS:</b> <b>L &amp; T PAYS</b> <input type="checkbox"/> <b>VENDOR PAYS</b> <input type="checkbox"/> <b>FOB:</b> (Must be City, State, and Zip Code) <b>If not paying to the PA facility, shipments from New York City, Long Island, Westchester, Rockland or all of NJ must be prepaid to the consolidator (NEW DEAL). California shipments must be prepaid to the Los Angeles consolidator (CTE).</b>												
<b>MINORITY OR WOMAN OWNED BUSINESS</b> Does vendor qualify as a minority owned business? (Y/N) If yes, what type? Does vendor qualify as a woman owned business? (Y/N) <b>If the answer to either question is Yes; you must attach a certificate or letter certifying the above is true.</b>													
<b>VENDOR CONTACTS</b> <table border="1" style="width:100%; border-collapse: collapse;"> <tr><td style="padding: 2px;"><b><u>EDI:</u></b></td></tr> <tr><td style="padding: 2px;"><b>PHONE #</b></td></tr> <tr><td style="padding: 2px;"><b>EMAIL</b></td></tr> <tr><td style="padding: 2px;"><b><u>DISTRIBUTION:</u></b></td></tr> <tr><td style="padding: 2px;"><b>PHONE #</b></td></tr> <tr><td style="padding: 2px;"><b>EMAIL</b></td></tr> <tr><td style="padding: 2px;"><b><u>SALES:</u></b></td></tr> <tr><td style="padding: 2px;"><b>PHONE #</b></td></tr> <tr><td style="padding: 2px;"><b>EMAIL</b></td></tr> <tr><td style="padding: 2px;"><b><u>CREDIT:</u></b></td></tr> <tr><td style="padding: 2px;"><b>PHONE #</b></td></tr> <tr><td style="padding: 2px;"><b>EMAIL</b></td></tr> </table>	<b><u>EDI:</u></b>	<b>PHONE #</b>	<b>EMAIL</b>	<b><u>DISTRIBUTION:</u></b>	<b>PHONE #</b>	<b>EMAIL</b>	<b><u>SALES:</u></b>	<b>PHONE #</b>	<b>EMAIL</b>	<b><u>CREDIT:</u></b>	<b>PHONE #</b>	<b>EMAIL</b>	<b>LORD &amp; TAYLOR SIGNATURES:</b>  <b>SUBMITTED BY:</b> <b>DATE:</b>  <b>DMM APPROVAL:</b> <b>DATE:</b>  <b>GMM APPROVAL:</b> <b>DATE:</b>  <b>AP APPROVAL:</b> <b>DATE:</b>  <b>MIS APPROVAL:</b> <b>DATE:</b>  <b>ENTERED INTO RFS:</b> <b>DATE:</b>  <b>AP VERIFICATION:</b> <b>DATE:</b>
<b><u>EDI:</u></b>													
<b>PHONE #</b>													
<b>EMAIL</b>													
<b><u>DISTRIBUTION:</u></b>													
<b>PHONE #</b>													
<b>EMAIL</b>													
<b><u>SALES:</u></b>													
<b>PHONE #</b>													
<b>EMAIL</b>													
<b><u>CREDIT:</u></b>													
<b>PHONE #</b>													
<b>EMAIL</b>													



### 4.1.3 Floor Ready Form II

For all EDI/Floor Ready Information visit:

[Http://partners.lordandtaylor.com/partners/index.jsp](http://partners.lordandtaylor.com/partners/index.jsp)

- Vendors must ticket all merchandise prior to shipping to Lord & Taylor. The ticket must include the Lord & Taylor retail price or an approved manufacturer’s suggested retail price, except in the following areas:
  - Shoes
  - Treatments
  - Home Textiles
- [Http://partners.lordandtaylor.com/partners/pdfs/vendor\\_manual.pdf](http://partners.lordandtaylor.com/partners/pdfs/vendor_manual.pdf) provides ticketing information.
- UPC’s may be obtained through GS1 (800) 543-8137 or [info@gs1us.org](mailto:info@gs1us.org)
- **Non- compliance may result in an expense offset charge.**

## Vendor Information:

Are you a GTIN (UPC) Vendor?                      YES                      NO (circle one)

VENDOR DUNS #                      \_\_\_\_\_

VENDOR NAME                      \_\_\_\_\_

IMAGE TYPE                      \_\_\_\_\_

COPY TYPE                      \_\_\_\_\_

PHOTO OVERRIDE SIZE                      \_\_\_\_\_

## Buyer Information:

Basic Item    YES                      NO (circle one)

Division #	Department #
Division Name	Department Name
Mfg #	MU %
L&T Buyer Name	Buyer Phone
Brand Name	





## Floor Ready Requirements

### 4.1.5 Lord & Taylor Vendor Responsibilities

Merchandise is "floor ready" when it is received with an accurate ASN, 100% GTIN ticketed, and retail price, all merchandise displayed hanging on our selling floor has a BLACK VICS approved hanger inserted in the garment. Merchandise shipments not received floor ready will be assessed an expense offset charge.

Ticket / GTIN – Mark all merchandise with a vendor generated GTIN or EAN barcode ticket, which includes our retail price or a Manufacturer’s Suggested Retail Price (MSRP). The recommended GTIN (UPC) barcode size is to be no smaller than one inch by one half inch (1”X1/2”).	Ticket Requirements
Use VICS black hangers on merchandise that is displayed hanging in the stores.	Hanger Requirements <b>SOHS (secure over the hanger sizer) is required</b>
All vendor’s need to be EDI compliant Required EDI documents <ul style="list-style-type: none"> <li>• 850 Electronic Purchase Order or 855 Purchase Order (Vendor Generated) Acknowledgment.</li> <li>• Accurate carton level EDI Advance Ship Notice/Manifest (856). Use the "scan and pack" method to create your ASN.</li> <li>• UCC-128 Shipping Container label related to a valid ASN.</li> <li>• 997 Functional Acknowledgment.</li> <li>• 810 Electronic Invoice</li> </ul>	EDI Requirements
Read the Routing Carrier Guide	<a href="http://partners.lordandtaylor.com/partners/pdfs/routing_guide.pdf">http://partners.lordandtaylor.com/partners/pdfs/routing_guide.pdf</a>
Packing Slips	Email packing slips to <a href="mailto:packingslips@lordandtaylor.com">packingslips@lordandtaylor.com</a> and place the purchase order number in the subject section.



## Lord & Taylor Fur and Faux Fur Labeling Requirements

Lord & Taylor and its vendors are required to comply with all labeling requirements prescribed by the Fur Products Labeling Act. These labeling requirements apply to all garments and accessories, as well as shoes and handbags. There are no dollar value exemptions. Fur garments and accessories include: Men's, Women's and Children's outerwear, scarves, shawls, gloves, and hats.

All vendors should be aware of the following, for all merchandise containing real or faux fur:

### REAL FUR PRODUCTS:

- Label and product copy must identify animal name, in accordance with the Fur Products Name Guide. If you are not sure whether an animal name provided by vendor is acceptable, please refer to the Guide provided by the FTC. Only the names that appear on this chart are acceptable for purposes of labeling: Fur Products Name Guide.
- Label and product copy must also identify specific fur country of origin, in addition to all other required country of origin designations (e.g., fur country of origin "ASIA" is not acceptable).

### FAUX FUR PRODUCTS:

- Label and product copy must include the words "faux fur."

### WEBSITE PRODUCT COPY:

- Effective April 15, 2014, product copy for items containing fur and faux fur must include a separate bullet stating Fur type (e.g. "dyed fox" or "faux") and a bullet stating Fur origin (where the fur type is "faux," there is no need for Fur origin).

### ASIATIC RACCOON (*Nyctereutes procyonoides*):

- IMPORTANT REMINDER—Lord & Taylor does not accept or sell any product with Asiatic Raccoon fur.
- Common mislabeling issues with Asiatic Raccoon:
  - o Asiatic Raccoon (*Nyctereutes procyonoides*) is not the same animal species as Raccoon (*Procyon lotor*).
  - o "RACCOON" with fur country of origin Finland or China is most likely Asiatic Raccoon & likely to be mislabeled.
  - o "TK Raccoon", "Finn Raccoon", "Finnish Raccoon", "Asia Raccoon" are all unacceptable fur designations; these are most likely Asiatic Raccoon and likely to be mislabeled.

Written confirmation of species type from vendor required. If the item is confirmed to be Asiatic Raccoon, the item will be refused and/or returned to vendor.

Please note that Lord & Taylor does not approve vendor product labels. It is the vendor's responsibility to ensure full compliance.

## Purchase Order Fulfilment Program

Lord & Taylor requires that all Purchase Orders be filled to meet HBC's 95% threshold requirement. Effective January 2016, we will begin to monitor the fill rate of all purchase orders. Fill rate measurement is based on actual received goods at retail vs the amount ordered at retail as this directly relates to sales.



## 5 E-Commerce Packing Guidelines (Store 199- Internet)

### Internet Packing Requirements – Soft Goods

**Refer to the following chart to determine if goods are to be shipped folded in a poly bag or hanging.**

Product Category & Fabrication	Knits, Woven	Wool, Cashmere	Leather, Suede, Fur	Beaded	Velvet, Velour	Linen	Lycra	Silk
Coats	H	H	H	H	H	H	H	H
Children's Apparel	F	F	F	F	F	F	F	F
Jackets / Blazers	F	F	H	F	H	F	F	H
Suits (Men's formal attire)	H	H	H	H	H	H	H	H
Tops, Blouses, Dress Shirts	F	F	H	F	H	F	F	H
Dresses	F	F	H	H	H	F	F	H
Evening Gowns	H	H	H	H	H	H	H	H
Sweaters	F	F	F	F	F	F	F	H
Skirts, Pants, Trousers, Shorts	F	F	H	F	H	F	F	H
Robes, Sleepwear, Lingerie, Under Garments	F	F	F	F	F	F	F	F

**H = Hanger Inserted**  
**F = Flat-packed**



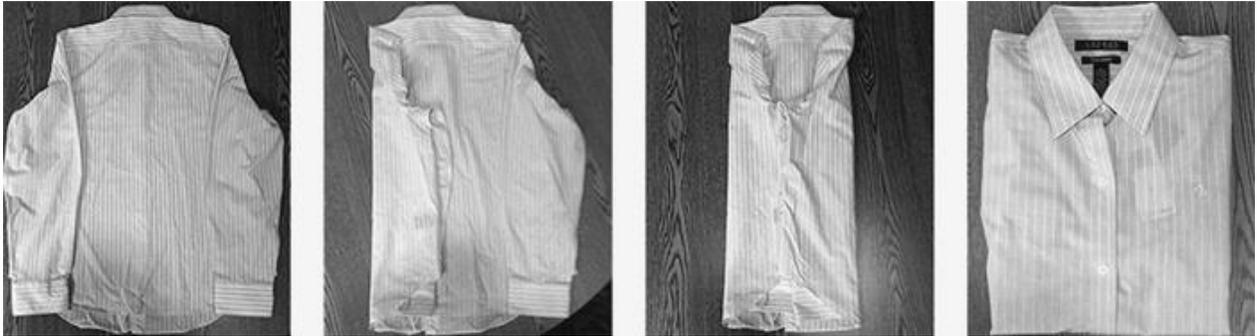
- Ticket all merchandise with a vendor generated GTIN (UPC) or EAN barcode. The barcode must be visible through the polybag.
- The recommended GTIN (UPC) barcode size is to be no smaller than one inch by one half inch (1"X1/2").
- A GTIN (UPC) barcode must be placed on the outside of the polybag in the upper left side.
- Polybag markings of any kind must not cover the GTIN (UPC) barcode.
- **No retail price should be listed on GTIN (UPC) or EAN ticket. Charges will be assessed for Ecomm product arriving with the retail price on the ticket.**
- Merchandise must be packaged as an individual selling unit. Units sold in sets (Example: 2 pc ensemble), must be packed together in the same polybag.
- **Warning:** Keep this bag from babies and children. Do not use in cribs, beds, carriages or playpens. The thin film may cling to nose & mouth & prevent breathing. This is not a toy.
- Polybags must be securely sealed, by either heat sealing or using clear wide tape.
- Polybags must not contain air holes/vent holes or pin holes.  
*Exception:* All Leather, suede, and fur items should be covered with paper and shipped in polybags with air holes/air vents to allow the fabric/material the breathe.
- Flat folded merchandise must hold to folded form within sealed polybag. Do not use polybags that are too large, causing the garment to become unfolded.
- Any item not holding fold must have a cardboard insert to maintain fold.
- Pins are **not** permitted. Do not use pins of any kind, including straight or safety pins. (Exceptions: dress shirts and woven sport shirts).

The following bag sizes are recommended for all items that are not hanging. Exceptions are acceptable if the unit size requires a larger or smaller size for neat presentation.

RTW Merchandise Type	Polybag Size	RTW Merchandise Type	Polybag Size
Swimwear	8x11	Men's t-shirt	15x17
Lingerie	8x11	Jeans	15x17
Men's Ties	8x11	Men's Denim Shorts	15x17
Tights/Socks	8x11	Men's Polo Shirts	15x17
Men's Underwear	8x11	Multi Pc Item	15x17
Face Towel	8x11	Slacks	15x17
Fingertip Towel	8x11	Turtleneck	15x17
Children's Apparel	8x11		
Denim Shorts	10x17	Heavy Weight Outwear	16x20
Dresses	10x17	Plus Size Items	16x20
Blouses	10x17	Robes	16x20
Leggings	10x17	Sweatpants/Shirts	16x20
Hand Towel	10x17	Hand Knit sweater	16x20
T-Shirt	10x17	Bath Towel	16x20
Skirts	10x17		
Shorts	10x17	Bath Sheet Towel	20x30
Sweaters	10x17		
Jumpers	10x20		

## Internet Folding Requirements

### Sweaters, Shirts & Blouses



### Pants, Shorts, Men's Swimwear & Men's Boxers/Underwear



### Skirts



### Dresses, Slips





## Internet Packing Guidelines for Additional Classifications

- Ticket all merchandise with a vendor generated GTIN (UPC) or EAN barcode. The barcode must be visible through the polybag.
- The recommended GTIN (UPC) barcode size is to be no smaller than one inch by one half inch (1"X1/2").
- A GTIN (UPC) barcode must be placed on the outside of the polybag in the upper left hand corner.
- Polybag markings of any kind must not cover the GTIN (UPC) barcode.
- No retail price should be listed on GTIN (UPC) or EAN ticket.
- Merchandise must be packaged as an individual selling unit. Units sold in sets (Example: 2 pc ensemble), must be packed together in the same polybag.
- **Warning:** Keep this bag from babies and children. Do not use in cribs, beds, carriages or playpens. The thin film may cling to nose & mouth & prevent breathing. This is not a toy.
- Polybags must not contain air holes/vent holes or pin holes.  
*Exception:* All Leather, suede, and fur items should be covered with paper and shipped in polybags with air holes/air vents to allow the fabric/material the breathe.
- Flat folded merchandise must hold to folded form within sealed polybag. Do not use polybags that are too large, causing the garment to become unfolded.
- Any item not holding fold must have a cardboard insert to maintain fold.
- Pins are **not** permitted. Do not use pins of any kind, including straight or safety pins. (Exceptions: dress shirts and woven sport shirts).

### **Fashion Accessories/Handbags/Accessories**

- Packaging must protect the items' shape.

### **Jewelry / Watches**

- Jewelry/watches must be individually packaged (within a polybag or carton) per selling unit.
- Earrings must be attached to the insert holder and boxed as a selling unit.
- Warranties and cases must be packaged with the selling unit/package.
- Jewelry/Watches **must not** have retail price on GTIN (UPC) tickets.
- GTIN (UPC) information must be on outer packaging as well as on individual items.

### **Men's**

- Neck ties must be folded and attached to a cardboard insert.
- All dress shirts must be flat packed and poly bagged.
- All Men's hosiery must be folded neatly, poly bagged and not placed on hangers.

### **Bedding**

- Vendor unit packaging of snap/zip lock bags or boxes are acceptable and don't require a polybag.



## Internet Packing Guidelines – Hanging

- Ticket all merchandise with vendor generated GTIN (UPC) or EAN barcode. Barcode must be visible through polybag.
- A GTIN (UPC) barcode must be placed on the outside of the polybag.
- Polybag markings of any kind must not cover the GTIN (UPC) barcode.
- No retail price should be listed on GTIN (UPC) or EAN ticket.
- Merchandise must be packaged as an individual selling unit. Units sold in sets (Example: 2 pc ensemble), must be packed together in the same polybag.
- **Warning:** Keep this bag from babies and children. Do not use in cribs, beds, carriages or playpens. The thin film may cling to nose & mouth & prevent breathing. This is not a toy.
- Polybags must be securely sealed, by either heat sealing or using clear wide tape.
- Polybags must not contain air holes/vent holes or pin holes.  
*Exception:* All Leather, suede, and fur items should be covered with paper and shipped in polybags with air holes/air vents to allow the fabric/material the breathe.
- Flat folded merchandise must hold to folded form within sealed polybag. Do not use poly bags that are too large, causing the garment to become unfolded.
- Any item not holding fold must have a cardboard insert to maintain fold.
- Pins are **not** permitted. Do not use pins of any kind, including straight or safety pins. (Exceptions: dress shirts and woven sport shirts).
- Recommended polybag sizes:
  - Short Garment bag - 21" x 4" x 54"
  - Long Garment bag - 21" x 4" x 72"
- Hanging merchandise must be hung on black VICS approved hanger, poly bagged and securely sealed.

## Internet Packing Requirements – Hard Goods

- Please follow the packaging requirements below for all hard goods.
- All merchandise must be packaged as a selling unit.
- No additional repackaging/matching of sets.
- All Master packs must contain one GTIN (UPC) per carton.
- The recommended GTIN (UPC) barcode size is to be no smaller than one inch by one half inch (1"x1/2").
- Note: All components of a selling unit must be protected with foam, bubble wrap, or corrugate to protect the items from damage during handling and/or shipment
- Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC). In cases where there are too few units to put in a standard size carton, the excess of several different sizes and/or colors of the same item may be grouped together in a mixed carton.
- If mixed cartons are necessary, the vendor must separate each section of a mixed carton with a layer of corrugate or paper.
- All merchandise greater than 21 inches in length or over 25 pounds must be sent in
- "Customer ship ready cartons," as single units for safe transit in a small package environment.
- All hard goods packaged in a poly bag must be securely sealed.  
All gift boxed items must be poly bagged and securely sealed to prevent damage to box.
- Vendors must package flat pack merchandise in cartons where the maximum dimension does not exceed 40 inches.
- Cartons should be plain or with a minimum of vendor printing
- All cartons must be securely sealed.
- Carton weights should not exceed 66 pounds, unless necessitated by the weight of a single unit.
- No Over-Packaging. All vendor cartons must be packaged with the minimum amount of packaging material required for safe shipment. Any "over-packaging" will be assessed a handling charge-back fee.



### **Table Top (China, Stemware, Flatware, Glassware and Decorative Home)**

- Tabletop vendors will be required to ship all merchandise sold as sets (place settings, expanded sets, stemware sets) with only 1 GTIN (UPC) on the outside of the box and one piece of the set must be marked with a full detail GTIN (UPC) ticket. Each ticket must clearly state total number of pieces in the set (i.e. 4 pc, 5 pc). All components of the selling unit must be in a customer ship ready carton, with the product protected with foam, bubble wrap or corrugate to protect the items from damage during handling and/or shipment.
- Tabletop vendors will be required to ship all merchandise as an advertised selling unit, without any additional repackaging required for shipment. Merchandise will no longer be accepted in case packs. Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC).

### **Tabletop Packaging**

- Individual components of the place settings must be packed to prevent movement during transit.
- Corrugated, bubble wrap, foam or other protective material should be used as "separators" to ensure individual pieces do not rub or make contact with each other to prevent shipping and scratching.
- China Sets of 16 pc or more must be sent in ship-ready corrugate, with appropriate dunnage inside carton.
- Pieces must be individually wrapped in foam protection or bubble wrap. Tissue paper/corrugate will not protect items during delivery and are not acceptable.
- An expense offset will be assessed for any china place settings where additional internal packing is required.

### **Kitchen Electrics/Cookware**

- Ship all merchandise with only 1 GTIN (UPC) on the outside of the box with a full detail GTIN (UPC) ticket. All components of the selling unit must be in a customer ship ready carton, with the product protected with foam, bubble wrap or corrugate to protect the items from damage during handling and/or shipment.
- Ship all merchandise as an advertised selling unit, without any additional repackaging required for shipment. Merchandise will no longer be accepted in case packs. Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC).

### **Trim-a-Tree**

- Protective packaging (i.e., bubble-wrap, foam) must be included in all individual selling units to protect merchandise during handling and shipment.

### **Confections (Food/Candy)**

- Expiration date/shelf life date must be affixed to individual unit packaging.
- All items must be securely sealed with tamper proof tape or shrink wrapped.
- If items are breakable they must be wrapped in foam protection or bubble wrap.

### **Chair Sets**

- Cartons must be plain or with a minimum of vendor printing and securely sealed.
- Cartons must be palletized and individually strapped or shrink wrapped (3 mil. thickness).
- When multiple chairs are packaged as a selling unit, protection is required between chairs using Styrofoam or corrugates.
- Inside corners of cartons must be reinforced with corrugate or Styrofoam.
- Packaging must be customer ship-ready without additional over wrapping or re-strapping.



### **Knock – Down Furniture/Mirrored Framed Art**

- Package components of selling unit within the carton with foam or corrugate around the individual pieces.
- Cartons must be plain or with a minimum of vendor printing and securely sealed.
- Interior carton corners must be reinforced with corrugate or Styrofoam.
- Items such as tile or glass top tables need special protection. Styrofoam or extra corrugate sheets must be added to prevent damage during handling and shipment.
- All hardware and assembly instructions must be in a sealed pouch or bag.
- Packing must be customer ship-ready (no additional over wrapping or re-strapping).
- Mirrors/Framed Art should be double boxed, have corner foam cushioning and be labeled as Fragile. Outside container needs to be a shippable container.

### **Lamps**

- All merchandise must be packaged as a selling unit, without any additional repackaging. Shades should be packaged with the lamp as a single selling unit. Ticketing and packaging is to provide one GTIN (UPC) / EAN for the lamp with the base and shade packed in one carton.
- Lamp necks must be protected by corrugate collars or Styrofoam forms.
- Packaging must be customer ship-ready without additional over wrapping or re-strapping.
- Carton must be 250 lb. test minimum.
- All openings must be securely sealed, taped or stapled.
- Vendors must insert appropriate protective packaging material, (i.e. bubble-wrap, corrugate sheets, pelspan, Styrofoam) to ensure items are secure within ship-ready cartons.
- Carton must have equal product weight distribution.

### **Rugs**

- Rugs and mats need to be rolled and bagged as individual selling units. Bag should be 3 mil. thick.

### **Bedding**

- Ship Bedding Products (Duvets, Pillows, Bed in a bag, etc.) with only 1 GTIN (UPC) on the outside of the box with a full detail GTIN (UPC) ticket. The selling unit must be in a customer ship ready carton.
- Ship all merchandise as an advertised selling unit, without any additional repackaging required for shipment. Merchandise will no longer be accepted in case packs. Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC).

### **Luggage**

- Ship merchandise as an individual selling, advertised unit, without any additional repackaging required. Merchandise will no longer be accepted as a nested unit. Vendors must make every effort to ship merchandise in cartons that contain only one GTIN (UPC).
- Mark each box with only 1 GTIN (UPC) on the outside of the box, with a full detail GTIN (UPC) sticker. All components of the selling unit must be in a customer ship ready carton, with the product protected with foam, bubble wrap or corrugate to protect the items from damage during handling and/or shipment.

### **Cosmetics (GWP- Gift with Purchase)/Samples**

- All items need to be packed as "kitted" individual selling units. Each unit needs to be poly bagged with a full detail GTIN (UPC) sticker on the outside of the polybag.



## 6 Brick and Mortar Store Packing and Hanger Requirements

### Lord & Taylor Store Packing Requirements

**Note:** Ship all merchandise in a condition ready for immediate placement on our selling floors.

#### 6.1.1 Carton Requirements

- Pack merchandise with a minimum amount of packing material.
- Do not over pack cartons. Cartons must be able to lie perfectly flat on all sides: without bulges in the middle or on any seam. Beginning November 15, 2009 an offset handling charge will be applied to cartons not meeting the packing requirement.
- To ensure carton does not open during transit, 3" tape should be used.
- Any extraneous materials not used in the presentation of merchandise should not be used.
- Lord & Taylor is converting to VICS black hangers and **SOHS (Secure Over the Hanger Sizers) are required as of May 2015.**
- **Note:** A minimum of one sheet of tissue is allowed and no cardboard.
- **Note:** Do not use pins, clips, staples, tape, polystyrofoam peanuts for packing removable foam inserts on hangers.
- **Note:** Do not use bands, straps, strings or any other material to seal cartons
- Pack one purchase order and one branch store destination in each carton.
- All fragile merchandise must be identified with protective tape.
- All liquids should be marked "This Side Up" by Vendor.
- All cartons containing glass, plastic or clay merchandise must have dividers to protect merchandise from breakage and crushing (bottles must be capped).
- Cover merchandise with dry-cleaning style poly bags.
- Pack garments flat in cartons. Use only one fold if garment must be folded. Close garment closures (e.g. buttons, zippers). Hang women's pants and skirts open, with the front facing forward.
- Carton packed merchandise, when possible, pack multiple garments in one poly bag; individual poly bags per garment are acceptable.
- **Master Packing:** If merchandise ordered for a store will result in a less than minimum size carton or minimum weight carton, master pack stores in a single carton. Each individual carton inside a master pack must be labeled as previously defined and the outside of the master pack must be labeled "**Masterpack**" and have the Purchase Order displayed on the outside of the carton.
- Bulk shipping is not allowed
- Carton size and weight **must** fall within these measurements:

Dimension	Minimum	Maximum
Length	9"	36"
Width	9"	24"
Height	4"	30"
Weight	3lbs	60lbs



### 6.1.2 Routing Requirements

Note: (Follow all routing instructions which are detailed separately on the web-site.)

#### Important information to remember:

- "Suite 1" must be included in the Lord & Taylor address on the BOL and also the UCC-128 label.
- Bill of Lading must state "Maintain Shipment Store & PO Sequence" in the Special Instructions section.
- Contact Transportation for authorization for underweight cartons.
- BOL must contain authorization numbers, if provided by the Lord & Taylor.
- For prepaid shipments exceeding LTL guidelines-complete and email a Volume Load Worksheet.
- Small packages are required to be shipped Fedex, not UPS. Please refer to the Small Package Guidelines in the Routing Guide.
- Orders must be shipped complete unless approved by a buyer on a PO. Back orders must be shipped freight prepaid. Vendors are responsible for the freight cost for any PO that is not shipped complete.
- Transportation e-mail address – [Traffic.LT@lordandtaylor.com](mailto:Traffic.LT@lordandtaylor.com).
- Review the small parcel requirements in the routing guide to ensure you are using the correct carrier. If unsure, e-mail the Transportation Dept. at [Traffic.LT@lordandtaylor.com](mailto:Traffic.LT@lordandtaylor.com) to confirm.
- Please note that any pre-paid vendor whose carrier delivers directly to our DC is required to schedule an appointment. If the carrier does not deliver on schedule day, a penalty will be assessed.



## 6.2 Lord & Taylor Shipping Address and Store Information

STORE #	STORE NAME	STORE ABBR.	DC NUMBER	STORE #	STORE NAME	STORE ABBR.	DC NUMBER
0001	NEW YORK	NYC	0082	0131	POOL STOCK	POL	0082
0002	MANHASSET	MAN	0082	0199	INTERNET	INT	0082
0003	WESTCHESTER	WES	0082				
0005	WESTFARMS	WFM	0082				
0006	BALA	BAL	0082				
0007	GARDEN CITY	GAR	0082				
0008	WASHINGTON	WSH	0082				
0010	ANNAPOLIS	ANN	0082				
0011	RIDGEWOOD	RID	0082				
0012	BOSTON	BOS	0082				
0013	STAMFORD	STA	0082				
0016	OAKBROOK	OAK	0082				
0017	BAYSHORE	BAY	0082				
0020	GARDEN STATE	GRD	0082				
0022	NORTHBROOK	NBK	0082				
0023	WHITE FLINT	WFL	0082				
0025	LAKE FOREST	LFR	0082				
0027	LAKE SIDE	LAK	0082				
0028	TWELVE OAKS	TWE	0082				
0029	BURLINGTON	BUR	0082				
0030	WOODBIDGE	WDG	0082				
0031	SOUTH SHORE	STH	0082				
0035	WALT WHITMAN	WLT	0082				
0038	WILLOWBROOK	WIL	0082				
0042	PALISADES	PLI	0082				
0043	LOUDOUN	LOU	0082				
0046	BOCA	BOC	0082				
0048	FAIR OAKS	FRK	0082				
0052	LIVINGSTON	LIV	0082				
0053	ROCKAWAY	ROK	0082				
0054	BRIDGEWATER	BRI	0082				
0055	WESTFIELD	WFD	0082				
0056	TYSON'S CORNER	TYC	0082				
0057	MONMOUTH	MON	0082				
0058	QUAKERBRIDGE	QKR	0082				
0059	FREEHOLD	FRH	0082				
0061	DANBURY	DAN	0082				
0063	BUFFALO	BUF	0082				
0064	TRUMBULL	TRM	0082				
0066	OLD ORCHARD	ORC	0082				
0068	NATICK	NTK	0082				
0069	ALBANY	CRO	0082				
0070	SYRACUSE	SYR	0082				
0073	WOODFIELD	NWD	0082				
0074	ROCHESTER	RCH	0082				
0075	KING OF PRUSSIA	KOP	0082				
0091	ROCKINGHAM	RKI	0082				
0092	RIDGE HILL	RIH	0082				
0100	COLUMBIA	COL	0082				
0106	MOORESTOWN	MOR	0082				

**Shipping Address:**  
**Lord & Taylor DC #0082**  
**250 Highland Park Blvd. Suite 1**  
**Wilkes-Barre, PA 18702**

**Send Invoices (only when not doing EDI)**  
**Lord & Taylor**  
**Accounts Payable**  
**PO Box 20040**  
**Jackson MS 39289 E-mail: AP.Helpdesk@lordandtaylor.com**



## Ticket Overview

Vendors must mark all merchandise with a GTIN or EAN industry standard, quality, scan able and human readable vendor generated ticket.

- Ticket all merchandise before shipping with our retail price or an approved manufacturer's suggested retail price except in the following areas: shoes, cosmetics and treatment.
- Securely attach GTIN tickets with a plastic swift-attach devise or label. Tickets attached with string are not acceptable.
- Do not conceal the GTIN ticket inside the garment or packaging; the GTIN barcode must be visible and easily accessible for scanning.
- Each ticket must contain only one GTIN or EAN barcode. Do not ticket with secondary barcodes or ISBN book numbers on non-book items.
- Mark each piece of multi-piece garment sets (sold for a single retail price) with style number and size.
- **Example:** 2 piece ladies suit: Jacket marked with a hangtag with GTIN / size and retail price "2 piece set". Skirt marked with a joker tag that includes the style number / size and "2 piece set".
- If you are unable to produce tickets in-house, we suggest contacting an outsource service. A list of outsource services may be found in the Industry Contact section, of this document.
- Acceptable retail price formats include:  
\$80.00  
Suggested Retail \$80.00  
2 for \$9.99  
MSRP \$80.00
- **Note:** Legibility of the Retail Price in Zone 7 is very important must be at least 10 point, bold font.
- Non-compliance may result in expense-offset charges.
- A sample of the vendor's new or revised tickets must be faxed to 212.391.3162 or e-mail a scanned ticket to [Patricia\\_Graham@LordandTaylor.com](mailto:Patricia_Graham@LordandTaylor.com) for approval.

### 6.1.3 GTIN OR EAN Ticketing / Inovis Catalogue Overview

The foundation of our collaborative vendor partnership is the implementation of the vendor Global Trade Item Number (GTIN). This provides us with a common language for all communication. The majority of our purchase dollars is spent with vendors who use GTIN's. Merchandise not marked with a GTIN is more costly to process and delays our merchandise flow to the selling floor.

#### 6.1.3.1 GTIN Requirements

- Ensure the barcode you produce is scan able and complies with industry standards.  
Only one catalog is used by Lord & Taylor, which is the Inovis Catalogue
  - 877-4INOVIS (877-446-6847) [info@inovis.com](mailto:info@inovis.com)
- **Note:** To trade GTIN's all vendors must subscribe to Inovis
- GTIN numbers must be assigned at the product ID/color/size level.
- Must not exceed 14 digits (12 digit number and 2 leading "0").
- **Provide access to your Electronic GTIN catalogue** to Lord & Taylor. As stated above only one electronic catalogue is use by Lord & Taylor, which is the Inovis Catalogue [www.inovis.com](http://www.inovis.com) or [info@inovis.com](mailto:info@inovis.com) or 877-4INOVIS (877-446-6847)
- Provide GTIN information **accurately in advance of product availability**. Failure to do so may result in assessment of an expense offset.
- Vendors with fewer than 50 GTIN's annually may provide an updated GTIN catalogue in a mutually agreed upon method. Failure to subscribe to the GXS catalogue may result in expense off-set charges.
- Assign GTIN codes for **all gift with purchase (GWP)**, **purchase with purchase (PWP)**, and **collateral** items and include them in your GTIN catalogue and EDI Advance Ship Notice.



Include the **GTIN number, a meaningful product description and ID, selection code, NRF color and size codes, cost and suggested retail** (if applicable) in your GTIN catalogue.

### 6.1.3.2 Selection Codes and Descriptions

Assign selection codes in numeric sequence based on these requirements:

- For apparel, assign selection codes based on label, gender and size range.

Example: The vendor MoonGlo has three labels and two size ranges.

A suggested format would be:

301	Lisa Taylor / Missy Dresses
302	Lisa & Co. / Missy Dresses
303	Lisa's Party / Missy Dresses
304	Lisa Taylor / Petite Dresses
305	Lisa & Co. / Petite Dresses
306	Lisa's Party / Petite Dresses

### 6.1.3.3 Product ID Number and Description

- The product ID number
  - Must **exactly match** the line lists and collateral given to buyers,
  - Must **exactly match** the GTIN catalog.
- Assign product ID's by size range; e.g., assign 3 different product ID's to a 5 pocket jean available in Missy, Petite and Women's sizes.
- Assign the same style - silhouette, fabric, and color - shipped in contiguous months the same product ID and GTIN codes across the months.  
Example: A white silk short-sleeve shell shipped in March, April, May and June must be assigned the same product ID and GTINs for all four shipping months.
- Include the silhouette, fabric, group name and any significant design characteristics in descriptions  
Example: cotton short-sleeve cable sweater or mock wrap plaid skirt.

### 6.1.3.4 Catalog Timing

- Load all new GTINs in your catalog at least 10 days prior to the market where those GTINs are offered.
- Assign GTIN codes to all products being shown in each market, even if the item is not ultimately produced.
- Purge all GTINs that have not been shipped for longer than 30 months from the catalog.
- Do not reuse GTIN numbers unless the item has not been shipped for 30 months or longer.
- Vendors must contact the Lord & Taylor EDI office prior to reusing or changing GTIN numbers.

### 6.1.3.5 Size Code and Description

- Use NRF size codes.
- Use consistent size codes across all product IDs / colors.
- Clearly and accurately describe the size codes.
- Do not assign the same size code description to two different NRF size codes.

### 6.1.3.6 Color Code and Description

- Use NRF numeric color codes.
- The color description must **exactly match** the line lists and collateral given to buyers. Your color name can be more specific than the standard NRF color description.

For example: Line list color description is "Onyx". Comparable NRF color is "001 - Black", catalog should be "001 - Onyx".



**6.1.3.7 Published Cost and Suggested Retail Price**

- Provide published wholesale cost for all items.
- Manufacturer's suggested retail price is a required field in the GTIN catalog for products that will be marked with a MSRP.

**6.1.3.8 GTIN Type Code**

- Assign the correct GTIN type code if the GTIN number is for pre-packs, gift with purchase (GWP), purchase with purchase (PWP) or collateral merchandise.

**6.1.3.9 Additional Required Data Elements (If Applicable)**

- Trade Name (Label / Brand)
- Hazardous Material Class
- Manufacturer's Pack Size
- Minimum/Maximum Order Quantities
- Availability Date
- Country of Origin (Manufacturing)

**6.1.3.10 Notification Process for Catalog Changes**

- Notify the Lord & Taylor EDI office via fax (21.391.3162) **two weeks before the effective date** of the following changes:
  - New numbering scheme for product IDs.
  - New label acquisitions.
  - NRF code changes. Changes to selection code creation and/or organization.

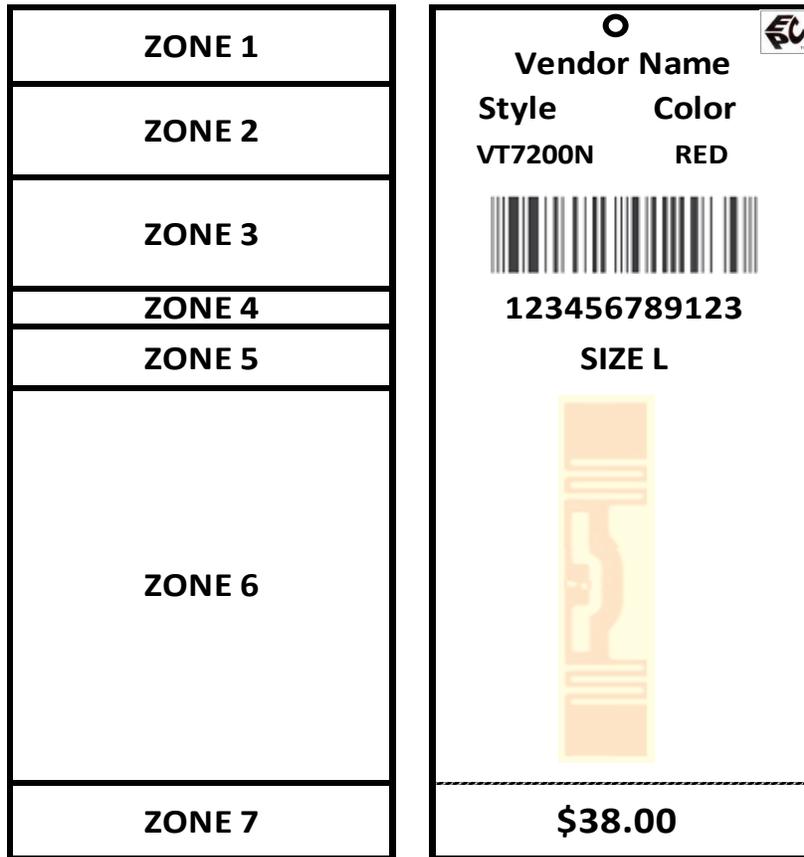


**Lord & Taylor Domestic Vendors RFID INTEGRATED TAG**

HBC prefers an **integrated** EPC-UPC hangtag or sticker where the inlay is imbedded between tag layers with the EPC seal visible on the human readable side. This tag will meet both EPC and UPC requirements.

**L&T Domestic Tag**

**Figure 6 A : Examples of Ticket Format by Zone**



- |               |   |
|---------------|---|
| <b>Zone 1</b> | Swift-attach hole<br>Upper right hand corner must include EPC logo  |
| <b>Zone 2</b> | Vendor's Label Name, Style number and<br>Color name                 |
| <b>Zone 3</b> | GTIN, Version A Symbol (GTIN Barcode)                               |
| <b>Zone 4</b> | GTIN number   |
| <b>Zone 5</b> | Size / Dimension (At least 10 pt, bold font)                        |
| <b>Zone 6</b> | Quiet Zone: MUST BE <u>AT LEAST</u> .25" x 1" on <u>ALL</u> Tickets |
| <b>Zone 7</b> | Retail Price of Merchandise   |



**L & T NON-INTEGRATED TAG**

A **non-integrated**, also known as a **companion tag**, is a separate EPC hangtag or sticker to be affixed close to or on the UPC ticket. The non-integrated must include human readable UPC, style, color and size.

Non-integrated / companion tags should be affixed near or onto the UPC hangtag or sticker. For UPC ticket format and placement, please see Ticket Placement Guide in the Vendor Standards Manual.





### 6.1.4 Ticket Placement

Area of Business	Product Type	Ticket Location
Ladies, Men's, Children's	Hanging Tops/Shirts, Jackets, Dresses, Outerwear, Coats	Inside left sleeve cuff seam
	Folded Tops/Folded Turtlenecks	Care Label or Manufacturing Label
	Jackets Joker Ticket	Temporarily tacked to left sleeve, 1 1/2" up from bottom hem, back side (long sleeve only)
	Bottoms - Pants, Skirts, Shorts	Left waistband seam
	Bottoms Joker Ticket	Temporarily tacked to back waistband 2" right of left side seam
	Sleeveless Tops/Vests, Dresses	Left armhole seam
	Packaged Shirts/Sport shirts	Affix sticker to lower right hand corner on back of shirt package
	Ladies/Men's 2 & 3 Piece Suits	<u>Jacket/Pant or Skirt - Refer to above</u> *Joker ticket on all pieces within the set identifying style, size.
Intimate Apparel	Camisoles, Teddies, Sleepwear and Loungewear Tops	Inside left sleeve cuff seam

Area of Business	Product Type	Ticket Location
Children's Accessories	Blankets/Shawls, Booties	Care Label or Manufacturing Label
	Scarves, Gloves/Mittens, Hat/Mitten Sets, Headbands	Affix to hook attachment near top of item
	Hats	Back center of headband
	Bottoms	Left waistband seam
	Plush Toys	Affix to item
Ladies, Men's Accessories/Shoes	Belts	Temporarily sewn to back side of buckle or swift attach a hang ticket onto the belt. Hang from buckle.
	Handbags	Affix to strap
	Shoes	Ticket should be placed on side where product size information is located. No Retail price on ticket.
	Clutch Handbags	Inside the item in secure compartment
	Scarves, Ruanas/Ponchos, Gloves, Men's Neckwear	Care Label or Manufacturing Label
	Hats	Back center of headband
	Small Leather	Affix to zipper or slide in window inside the item
	Jewelry/Sunglasses	Affix to item



**Boxed Merchandise**

<p>All Types of Boxed Merchandise</p>	<p>GTIN must be marked on a normally exposed side. In order of priority relative to main display panel:</p> <ul style="list-style-type: none"><li>Right side panel</li><li>Top panel</li><li>Back panel (only if right side and top do not provide adequate space)</li></ul> <p>Retail price sticker should be located near the GTIN.</p> <p>If the GTIN barcode is included in the artwork AND located on the bottom of the box, the artwork GTIN should be covered and the GTIN should be added to the retail price ticket.</p> <p>Mark all boxes displayed on the selling floor.</p> <p>Mark all pieces within the box if sold as a free standing item.</p> <p>Do Not locate the GTIN or retail price on the bottom of the box. When the box is moved the label could be scratched and not be scan able</p>
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## Hanger Requirements

Ship all merchandise displayed hanging on our selling floor with an approved black VICS Hanger. **SOHS is now required as of May 2015.**

### 6.1.5 Hanging Merchandise Requirements

- Ship all adult apparel on black, shatterproof, VICS hangers with a turn-able metal hooks.
- Refer to the Lord & Taylor Hanger Matrix for a complete listing of all departments requiring hangers.
- Hanger must be inserted into each garment

The following products may not be used on hangers:

- Full foam covers on top hangers; foam (mini covers) that are visible for sleeveless garments
- Loose foam or fabric swatches on bottom hangers. Use hanger 6212 to prevent fabric damage.

The following product may be used in place of metal straight pins in dress shirts:

- Micropins – Avery Dennison
- Affix a size strip near the fold on merchandise displayed folded.
- Bottoms – affix size strip / tape 7 – 9” below the natural waist on the right rear of the garment. Size ticket should measure 6” x 1½. Must include waist and inseam on size strip.
- Tops – clear size stickers (e.g. S, M, or L on folded knit tops, knit shirts or sweaters). Size strip should be placed at the bottom right corner of folded garment, 1” from bottom fold and 1” from right fold.

The following hanger suppliers are approved by Lord & Taylor:

<b>Sourcing Solutions</b> <a href="http://www.ss-intl.com">www.ss-intl.com</a>	<b>Uniplast</b> <a href="http://www.uniplastindustries.com">www.uniplastindustries.com</a>	<b>Visconti</b> <a href="http://www.viscontihangers.com">www.viscontihangers.com</a>
<b>Mainetti</b> <a href="http://www.mainetti.com">www.mainetti.com</a>	<b>Terpac Plastic International</b> <a href="http://www.terpac.com">www.terpac.com</a> niacurto@terpac.com	<b>Hanger Plus</b> <a href="http://www.hangerplus.us">www.hangerplus.us</a> info@hangerplus.us
<b>Alliance Hangers</b> Steve@alliancehangers.com	<b>GOH International Ltd.</b> Email: LauraMorrissey@goh-intl.com Attn: Laura Morrissey 732-299-6606 Or sales@goh-intl.com	

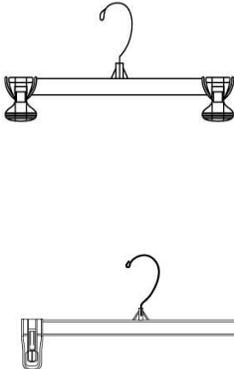


**6.1.6 Lord & Taylor’s Floor Ready Hanger Program**

Lord & Taylor requires full hanger compliance with all VICS hanger standards, **SOHS (secure over the hanger sizer) is required as of May 2015**. Merchandise displayed hanging on our selling floors, must be shipped on a black VICS Floor Ready Hanger. Using hangers that do not comply with these standards are subject to expense-offset charges.

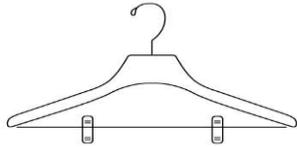
Questions should be directed to Debra Marcinko at Debra\_Marcinko@lordandtaylor.com

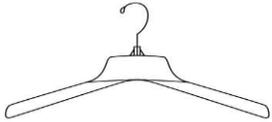
Family of Business / Examples	Hanger Description	Hanger Style
<b>TOP</b> (use hanger size appropriate for product) Tops, Blouses, Dresses, Robes, Sleepwear Women’s jackets, 1 & 2 pc Swimwear	19”Top	479
	17” Top	484
	15” Top	485
	12” Top	498B
Collapsible hook hanger # 242 is approved from Sourcing Solutions.		
Optional for Knitwear / Sweaters	19” Top	579
	17” Top	584
	15” Top	585
Approved for swim: hangers 8212 & 8214		

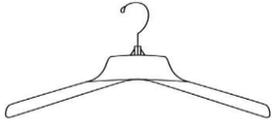
<b>BOTTOM</b> (use hanger size appropriate for product) Bottoms, Pants, Skirts, Shorts, 2-piece & Strapless Swimwear, Men’s Swimwear	14” Bottom	6014
	12” Bottom	6012
	10” Bottom	6010
	8” Bottom	6008
		8212 8214
Bottom hangers are available with clear “rubberized / crease-free padding to prevent garment damage if necessary. (6208, 6210, 6212, 6212, 6214)	14” Bottom	6014
	12” Bottom	6012
Heavy Bottoms should use style 7008, 7010, 7012, 7014	14” Bottom	7014
	12” Bottom	7012
		

Family of Business / Examples	Hanger Description	Hanger Style
<b>JACKETS</b> (optional alternate to style #484) Women’s Jacket, Heavy Robes, and all other heavy Tops	19”Top	3319
	17” Top	3328
	15” Top	3315
		



<b>Women's Suits</b> Women's, Juniors, Missy Suites	17" Suits	494	
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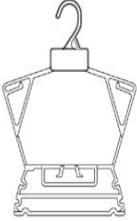
<b>COATS</b> (use hanger size appropriate for product) Outerwear Coats and Jackets	19" Coat	3320	
	17" Coat	3329	
	15" Coat	3316	

<b>LEATHER COATS</b> (Designed to prevent product damage, optional alternate to style # 3329, 3316, & 3320)			
Men's & Women's Leather Coats	19" Leather	3969	
	17" Leather	3957	
	15" Leather	3945	

<b>INTIMATE APPAREL</b> Intimate Apparel (Bras / Panties/ Slips) Clear, No Logos	GS-11 GS-19 CW-87		
--	-------------------------	--	---

<b>SOH Sample</b>			
Secure over hook sizer	31SOH		



<b>Infants, Children's through Girls 6x, &amp; Boys 7 separates:</b>			
Use white plastic molded hook hanger, with color sizer as outlined in VICS standard. No logos. All other children's sizes use appropriate black hangers noted in top & bottom sections.			
12" 9412		472	
10" 9410		467	
8" 9408			
10" 6110		496	
8" 6108		12"	
		495	
		10"	
			

**6.1.6.1 Hanger Examples – Children's Apparel Color Chart - Infant/Toddler/Juvenile VICS Sizer Color Chart**

	PMS 488C	PMS 131C	PMS 372C	PMS 297C	PMS 256C	PMS 1485C	PMS 352C	PMS 639C
<b>Infant</b>	<b>Preemie</b>	<b>Newborn</b>	<b>3 M</b>	<b>6 M</b>	<b>9 M</b>	<b>12 M</b>	<b>18 M</b>	<b>24 M</b>
<b>Toddler</b>	<b>2T</b>	<b>3T</b>	<b>4T</b>	<b>5T</b>				
<b>Juvenile Girls</b>		<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6X</b>		
<b>Juvenile Boys</b>			4	5		7	7X	
	X							
<b>Pantone</b>		X						
<b>PMS 488C</b>			X					
<b>PMS 131C</b>				X				
<b>PMS 372C</b>					X			
<b>PMS 297C</b>						X		
<b>PMS 256C</b>							X	
<b>PMS 1485C</b>								X
<b>PMS 352C</b>								
<b>PMS 639C</b>								

Please refer to [www.VICS.org](http://www.VICS.org) for a complete VICS Floor Ready Merchandise guide.



Department Numbers list below require merchandise to be shipped on a VICS Black Hangers.  
FOR Ecommerce Hanger Instructions, please refer to Section 5.

**6.1.6.2 Hanger Matrix – Revised 5/15/2012**

| DEPT |
|------|------|------|------|------|------|------|------|------|
| 23   | 113  | 183  | 282  | 407  | 534  | 603  | 670  | 867  |
| 24   | 114  | 184  | 290  | 423  | 545  | 604  | 673  | 868  |
| 28   | 121  | 191  | 291  | 424  | 547  | 615  | 675  | 872  |
| 31   | 122  | 197  | 297  | 430  | 549  | 626  | 687  | 874  |
| 32   | 125  | 198  | 302  | 448  | 551  | 629  | 692  | 875  |
| 35   | 130  | 208  | 324  | 449  | 554  | 633  | 695  | 877  |
| 44   | 132  | 211  | 330  | 454  | 559  | 640  | 698  | 878  |
| 46   | 136  | 220  | 332  | 455  | 561  | 642  | 712  | 880  |
| 49   | 137  | 222  | 335  | 458  | 563  | 646  | 715  | 884  |
| 58   | 138  | 224  | 339  | 463  | 567  | 647  | 749  | 886  |
| 60   | 139  | 228  | 344  | 468  | 574  | 648  | 769  | 887  |
| 66   | 143  | 246  | 346  | 471  | 575  | 654  | 792  | 892  |
| 70   | 146  | 247  | 347  | 474  | 584  | 660  | 794  | 895  |
| 74   | 150  | 256  | 348  | 482  | 587  | 664  | 796  | 897  |
| 75   | 153  | 258  | 360  | 485  | 591  |      | 797  | 911  |
| 76   | 157  | 260  | 366  | 486  | 596  |      | 817  | 939  |
| 78   | 159  | 266  | 370  | 506  | 597  |      | 822  | 956  |
| 83   | 160  | 272  | 377  | 512  | 598  |      | 829  | 972  |
| 85   | 168  | 274  | 382  | 513  |      |      | 834  | 987  |
| 105  | 170  | 278  | 390  | 514  |      |      | 838  | 989  |
| 109  | 181  | 281  | 392  | 520  |      |      | 843  | 990  |

**N**

**Note:** New vendor's being set up by Lord & Taylor may not have the department number on the hanger matrix. Once the new department is set up completely and at the 15th of the month the matrix will be updated with any changes. Work with the L&T buyer if there are any questions.

**General Rule:**

All merchandise that is to be presented hanging on the selling floor must be shipped with the hanger inserted into each garment.



## 7 Radio Frequency Identification - RFID

### 7.1.1 OUR COMPANY STRATEGY

HBC has been piloting Electronic Product Code (EPC) / Radio Frequency Identification (RFID) technology over the past two years. Following our successful initial program, we will adopt EPC/RFID at all HBC banners by the third quarter of 2015 in most merchandise categories.

RFID is a proven, game-changing technology with numerous uses and benefits that provides greater visibility into our in-store inventory at any given moment. A common application of the technology is for monitoring inventory levels on the selling floor to ensure that the full array of inventory is represented at all times. At HBC, we will not only use the technology for this purpose, but also to enhance the Omni-channel experience we offer our customers, so they have even greater access to the inventory in our stores, whether they are shopping in-store or online.

At this time, we are continuing to assess the feasibility of implementing RFID technology to areas such as Jewelry, Cosmetics, Fragrances, and Home and Gifts. We will communicate any additional details about these areas at a later date.

As always, we appreciate your support and look forward to working together to enhance our ability to better serve our customers.

### HOW TO USE THIS MANUAL

We are committed to educating vendors about the new technology and facilitating its implementation. This section is intended to outline the specifications for integrated or non-integrated (companion) tags and placement standards by category.

HBC is committed to supporting GS1 US RFID and EPC standards. For more information, please visit [http://www.gs1us.org/epcglobal\\_us/epc](http://www.gs1us.org/epcglobal_us/epc).

If you have specific questions, please refer to the Contact Lists on pages 13 of this manual. For your convenience an email address has been provided here:

DSG (L&T) please contact [rfid.support@hbc.com](mailto:rfid.support@hbc.com).

**GS1 Ultra High Frequency (UHF) Gen 2 V2 (ISO-1800-6C) tags and labels encoded with GS1 SGTIN-96.**

Each tag contains an inlay encoded with an Electronic Product Code (EPC). The EPC is an encoding of a GS1 identifier and is a combination of a company's GS1 Prefix, Item Reference and a unique serial number for each product called a Serialized Global Trade Item Number (SGTIN) and is derived from your UPC or EAN number, zero filled to a 14-digit GTIN and an added serial number. This is a product's unique identity. The serialized portion of the EPC may be managed by an approved outsource, but it is the supplier's responsibility to ensure that proper quality controls are in place and duplicate serial numbers do not enter the supply chain. For approved EPC tag outsources, see Approved Outsources section.

**7.1.2 INLAY CATEGORIES**

The following chart outlines inlay categories defined by Auburn University for merchandise expected to be EPC tagged for August 2014. Vendors must use approved inlays published by the University of Arkansas. The current published Approved Inlay Lists by product category is located at

<b>PRODUCT</b>	<b>GS1 TIPP GRADE/ARC SPEC</b>
Sweaters, Dress Shirts	<a href="#">M20D</a> <a href="#">S15D/M</a>
Men's Underwear	<a href="#">M20D</a> <a href="#">S15D/M</a>
Denim	<a href="#">M20D</a> <a href="#">S15D/M</a>
Bras, Lingerie, Panties, Slips	<a href="#">M20D</a> <a href="#">S15D/M</a>
Gloves	<a href="#">M20D</a> <a href="#">S15D/M</a>
Blouses, Dresses, Skirts, Robes, Polo, Tees, Sports Shirts, Jackets, Outerwear, Suits	<a href="#">M20D</a> <a href="#">S15D/M</a>
Swimwear	<a href="#">M20D</a> <a href="#">S15D/M</a>
Socks, Panty Hose, Tights	<a href="#">M20D</a> <a href="#">S15D/M</a>
Ties, Handkerchief, Capes, Shawls, Hats, Scarves	<a href="#">M20D</a> <a href="#">S15D/M</a>
Shoes, Handbags,	<a href="#">M20D</a> <a href="#">S15D/M</a>
Fine Jewelry, Watches (boxed vs. Loose)	TBD
Pillows, Bedding	<a href="#">F</a>
Home & Gift – Barware, Glassware, Beauty and Fragrance	<a href="#">M20D</a> <a href="#">S15D/M</a>
Small leather goods & belts	<a href="#">M20D</a> <a href="#">S15D/M</a>
Sunglasses & Optical	<a href="#">M20D</a> <a href="#">S15D/M</a>
Fine China (Boxed)	<a href="#">M20D</a> <a href="#">S15D/M</a>
Costume Jewelry & Accessories	TBD



## 7.1.3 RFID TERMINOLOGY

### **EPC**

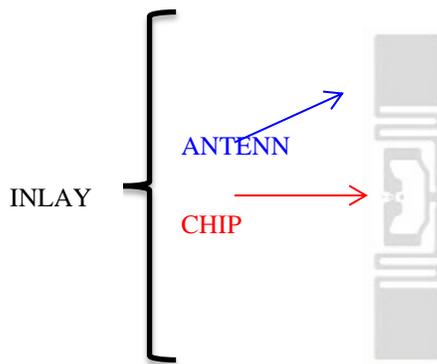
Electronic Product Code

### **GTIN**

Global Trade Identification Number (UPC, EAN)

### **INLAY**

Combination of antenna and chip



### **INTEGRATED TAG**

Tag imbedded with RFID inlay (EPC) and UPC barcode

### **NON-INTEGRATED (COMPANION) TAG**

Tag imbedded with RFID inlay (EPC) only

### **RFID**

Radio Frequency Identification

### **SGTIN**

Serialized Global Trade Identification Number



## 7.1.4 EPC ENCODING AND SERIALIZATION:

The value of EPC-enabled RFID may only be realized if executed properly. It is vitally important that any part of your program include validation of translating your existing U.P.C or EAN code to a serialized GTIN, which then gets encoding in the RFID tag. It is strongly encouraged that you include a quality check with your technology provider that includes checks on proper encoding. Additionally, a strong serialization strategy should be in place so as to avoid duplicate serial numbers entering the supply chain.

Duplicate serial numbers compromises the integrity of an RFID system

### Important checks to ensure your EPC is encoded properly include:

- Ensuring your EPC is encoded using the PROPER LENGTH company prefix. Please validate all of your company prefixes and ensure that the parties who may be encoding on your behalf are well aware of these. Your company prefixes may be validated here:
- FOR US issued company prefixes:  
[http://gepir.prod.gs1us.org/GEPIR/jsp/client.jsp?](http://gepir.prod.gs1us.org/GEPIR/jsp/client.jsp)
- For prefixes issued outside of the US:  
<http://gepir.gs1.org/v32/xx/gtin.aspx?Lang=en-US>

### Check your EPC encoding by using this tool:

<http://www.gs1us.org/resources/tools/epc-encoder-decoder>

### Important information for managing a serialization strategy:

GS1 US has developed a guideline that outlines your options for managing serialization. If you are doing this yourself, we highly recommend you utilize this guideline. If someone is managing your serialization for you, we recommend you understand the strategy they intend to employ for you, that it follows this guideline and that they have some quality check to prevent duplicates. GS1 US offers a number of other additional educational tools and resources to help assist you in the development of a sound RFID implementation.

You may find more information on how they can help here:

<http://www.gs1us.org/industries/apparel-general-merchandise/education/epc-item-level-readiness-program>

You may also contact Patrick Javick at [pjavick@gs1us.org](mailto:pjavick@gs1us.org)

HBC has partnered with several outsources to ensure tags meet inlay specifications defined by GS1 / Auburn University. For approved EPC tag outsources, see Outsources section.

**NOTE: All EPC tags must be sent to MIO for approval. For questions and/or concerns, please email**

DSG (L&T) please contact [rfid.support@hbc.com](mailto:rfid.support@hbc.com)



## PLACEMENT

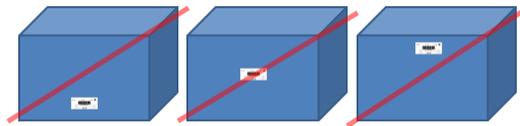
Be sure to follow Ticket Placement Guidelines located in the Vendor Standards Manual. For non-integrated / companion tags, affix near or onto the UPC hangtag or sticker.

For all questions and concerns, please email all questions to [partners.lordandtaylor.com](mailto:partners.lordandtaylor.com).

### Special Considerations for affixing an EPC Tag:

There are important considerations when affixing an EPC tag:

- For boxed, banded, or packaged merchandise, the EPC tag *must not be centered* on the packaging. This increased the risk of items not being picked up during scans. If an item were to be placed back in the drawer backwards, the centered EPCs would touch and cancel each other out, making them both momentarily unreadable to the scanner.



- Tags should not be placed where hanger clips would go.
- To vendors who supply fixtures: metal tables, risers and cubes impede the readability of an RFID tag. Please consider alternate materials.

## Lord & Taylor Domestic Vendors INTEGRATED TAG

Please see section 6 beginning with page 26 of the vendor manual.



## 7.1.5 OUTSOURCES

### APPROVED OUTSOURCES

**Special pricing has been negotiated with the vendors below for Hudson's Bay and Lord & Taylor**

#### Vendors

##### **R-PAC INTERNATIONAL CORP**

132 West 36<sup>th</sup> Street, New York, NY 10018 P: 212-465-1818

P – Technical: 978-725-5919 (Paul Arguin)

P – Sales: 949-305-7128 (Aaron Glatman)

Email: [HBCRFID@r-pac.com](mailto:HBCRFID@r-pac.com) Website: [www.r-pac.com](http://www.r-pac.com)

##### **TAGSYS Europe**

**785 Voie Antiope**

**Z.I. Athelia III**

**13600 La Ciotat**

**France.**

P: 267-882-4801

E-mail: [hbccompliance@tagsysrfid.com](mailto:hbccompliance@tagsysrfid.com)

Website: [www.tagsysrfid.com/](http://www.tagsysrfid.com/)

##### **TAGSYS US**

**1501 Broadway**

**12<sup>th</sup> Floor, Suite 12001**

**New York, NY 10036**

Instructions on How to Register for Tagsys Website:

1. Go to [www.tagsysrfid.com](http://www.tagsysrfid.com)
2. Click on Systems & Solutions Tab
3. Click on Luxury & Apparel Retail
4. Scroll down to RFID Retail Compliance Program
5. Click on Meet Compliance Requirements
6. Click on Register



## INDUSTRY OUTSOURCES

### **AVERY DENNISON**

2100 Summit Avenue  
Greensboro, NC 27405  
P: 336-808-7116  
F: 336-621-1232

Website: [www.averydennison.com](http://www.averydennison.com)

#### **For National Brand Inquires:**

Tyler Chaffo  
Mobile: 412-302-4547  
Email: [tyler.chaffo@averydennison.com](mailto:tyler.chaffo@averydennison.com)

### **FINE LINE TECHNOLOGIES**

P.O. Box 921933  
Norcross, GA 30010  
P: 800-500-8687  
F: 678-969-9201

E-mail: [support@finelinetech.com](mailto:support@finelinetech.com)

Website: [www.finelinetech.com](http://www.finelinetech.com)

### **SML USA INC.**

5 Penn Plaza, 15th Floor  
New York, NY 10001

Contact: Michael Kearin

P: 212-736-8800 Ext. 384

E-mail: [RussellHopkins@sml.com](mailto:RussellHopkins@sml.com)

Website: [www.sml.group](http://www.sml.group)



### 7.1.6 DSG CONTACTS

<b>DSG MERCHANDISE INFORMATION OFFICE</b> 424 FIFTH AVENUE, 4 <sup>TH</sup> FLOOR LWR ANNEX NEW YORK, NY 10081 rfid.support@hbc.com		
<b>Lord &amp; Taylor</b>		
<b>Andrea Smith</b>	Sr. Manager	Ph. 212-382-6326 E-mail: rfid.support@hbc.com
<b>Patricia Graham</b>	Manager	Ph. 212-391-5378 E-mail: rfid.support@hbc.com
<b>Riva Mogilevsky</b>	Lead Associate	Ph. 212-382-7309 E-mail: rfid.support@hbc.com

## 8 EDI Requirements

EDI is a requirement of doing business with Lord & Taylor. Our vendors are expected to comply. An expense-offset fee will be assessed to any vendor who cannot comply with this standard.

Need Assistance to become EDI Compliant?

Contact DiCentral at <http://www.dicentral.com/>

[sales@dicentral.com](mailto:sales@dicentral.com)

281-480-1121 Option 4.

Contact Patricia Graham: 212-391-5378 or [Patricia\\_Graham@lordandtaylor.com](mailto:Patricia_Graham@lordandtaylor.com), in the Lord & Taylor EDI office if you have system problems that prohibit transmitting required EDI documents.

“Lord & Taylor is dedicated to reducing the cost of quality in the retail supply chain through initiatives that include education and standardization. Courses offered by the VICS organization go a long way toward that end. Our vendors will gain critical insights into trade collaboration by taking these series of foundational e-courses.”

The TPAC (Trading Partner Alignment compliance Committee) courses are officially launched; the landing page is:

<http://www.vics.org/education/tpac-foundational-ecourses/>

### EDI Setup

Please visit our Partners website <http://partners.lordandtaylor.com/partners/vendor/apply.jsp>

And fill out the New Vendor Profile Form by clicking on the RED BAR

This is an imperative step in the EDI setup, and will create the connection between yours and Lord and Taylor’s EDI networks.

ALL VENDORS MUST COMPLETE EDI TESTING THROUGH DICENTRAL

<http://www.dicentral.com/>

[sales@dicentral.com](mailto:sales@dicentral.com)

281-480-1121 option 4.

Lord and Taylor, known as America’s store, was acquired by NRDC in October of 2006. The Hudson Bay Trading Company, known as Canada’s store, was acquired by NRDC in July of 2008. The merging of these two iconic brands created the Hudson Bay Company and changed the retail landscape in North America.

Beginning March of 2010 the union of the two companies will require a system harmonization. The harmonizing of the systems will enable both companies to share vital information and ensure the continued strength of the union. This harmonization calls for the overhaul of all of the core systems, everything for PO creation to sales and Gross Margin history. It is the goal to create one map for every document currently being transmitted.

#### **System Harmonization – Documents Effected – EDI(Electronic Data Interchange)**

810	Invoices ( <b>Invoices Must be Transmitted within 7 days of receipt of goods.</b> )
820	Remittance Advice
824	Error Report
850	Purchase Order
856	Advance Ship Notice
860	PO Change Document (Next year)
997	Acknowledgement

With the merging of the companies, it became apparent that there are vendor partners that both companies are currently doing business with and using two very different maps. As a result, both companies will create one map for every document that is currently transmitted.

For this harmonization to be successful, the support of our industry partners is vital. Our Industry partner is our Vendor communities, Third Party EDI providers and our Van provider.

DI central has been working closely with Lord & Taylor to ensure the success of the EDI harmonization. They will be handling the testing of the new documents and will work with the vendor community to ensure a smooth transition to the new mapping. Vendor testing will begin March 2010 – June/July 2010. DI central's contact information is: [www.dicentral.com](http://www.dicentral.com), [sales@dicentral.com](mailto:sales@dicentral.com) or 281-480-1121 Option 4.

Additional information will be coming from Lord & Taylor in the next few weeks. Should you have any questions pertaining to the harmonization process please contact Andrea Smith, [andrea\\_smith@lordandtaylor.com](mailto:andrea_smith@lordandtaylor.com).

Thank you for your partnership!

The Lord and Taylor EDI Team

"Lord & Taylor is dedicated to reducing the cost of quality in the retail supply chain through initiatives that include education and standardization. Courses offered by the VICS organization go a long way toward that end. Our vendors will gain critical insights into trade collaboration by taking these series of foundational e-courses."

The TPAC (Trading Partner Alignment compliance Committee) courses are officially launched; the landing page is: <http://www.vics.org/education/tpac-foundational-ecourses/>

### 8.1.1 New Vendors

- Prior to EDI setup,
  - Complete the new vendor forms and fax them to: 212.391.3162.
  - Complete the on line **Vendor Profile Form** located on the [partners.lordandtaylor.com](http://partners.lordandtaylor.com) web page.
- Confirm all merchandise is 100% GTIN marked and your Electronic GTIN catalog is available to Lord & Taylor through Inovis.
- Lord & Taylor trades EDI documents with the following networks:
  - Inovis, <http://www.inovis.com>.
  - DICentral, <http://www.dicentral.com/>, [sales@dicentral.com](mailto:sales@dicentral.com), 281-480-1121 option 4.
  - GXS Global, <http://www.gxsolc.com/>
  - Note: Lord & Taylor only trades GTIN's through Inovis
- Lord & Taylor's Translator level testing of the 856-Advance Ship Notice and 810-Electronic Invoice documents with:
- DICentral, <http://www.dicentral.com/>, [sales@dicentral.com](mailto:sales@dicentral.com), 281-480-1121 option 4.

### 8.1.2 New Vendor Testing Guidelines

- New Vendors must test EDI documents prior to transmitting documents and shipping merchandise to Lord & Taylor. Translator level testing of the 856-Advance Ship Notice and 810-Electronic Invoice documents with:
  - DICentral, <http://www.dicentral.com/>, [sales@dicentral.com](mailto:sales@dicentral.com), 281-480-1121 option 4.
- Upon completion of successful testing, you are required to rollout production EDI documents. Questions should be directed to Patrica Graham, 212-391-5378.
- All format changes made to a previously approved UCC-128 label must be resubmitted to Lord & Taylor for approval before using. E-mail the label to [Debra\\_Marcinko@lordandtaylor.com](mailto:Debra_Marcinko@lordandtaylor.com) with written changes.

### 8.1.3 Existing Vendors

Any changes pertaining to vendor DUNS Numbers or company name must be communicated in writing to our Accounts Payable Department: Lord & Taylor PO Box 20040 Jackson MS. 20040.

As an existing vendor currently trading EDI documents with Lord & Taylor, you are required to provide written notification of any changes to your vendor record maintained in our translator.

- Written notification should be submitted via the online Vendor Profile form located on our web page at [partners.lordandtaylor.com](http://partners.lordandtaylor.com). Email notification will not be sufficient for the successful completion of changes to your vendor record, and may cause delays.
- When making changes to the online Vendor Profile form please indicate that you are a current Lord & Taylor EDI Trading Partner. Do not submit the form as a new vendor, in order to avoid multiple EDI Ids in our translator for a single vendor.
- Lord & Taylor must be made aware of changes to EDI Identification Numbers, Service Providers, GTIN Catalogues, and Contact Information with at least a two-day notice. Any changes needed sooner than two days, may be delayed.

### 8.1.4 Tips for Successful EDI Transmits

- Transmit ASN's accurately. If vendor errors are identified, expense offset charges may be assessed.
- Please note that if changing VANS from our direct connect mailboxes at GXS and Inovia Inc., to any interconnect, all 852 Sales Data Reports will be turned off.
- Assign a unique bill of lading number (BOL) for each shipment. Using a BOL number multiple times will cause the ASN to be rejected.
- Lord & Taylor uses a 14-digit Bill of Lading number. If you transmit the 17-digit VICS BOL number, the system will truncate by dropping the three leading digits and use the last 14-digits of your Bill of Lading number. This will help avoid duplicate BOL numbers.
- Send EDI transmissions with a unique ISA control number.
- The following is a list of frequently occurring errors to avoid:
  - SLN segment in the 856-ASN (If you are retail price marking your merchandise)
  - SLN06 must be the retail price value
  - N1 ST segments:
  - N103 must be 92
  - N104 must be a 4-digit left zero filled numeric value
  - N1 SF segments:
  - N103 must be 91
  - N104 must be your EDI Sender ID number (numeric values only)
  - N1 BY segments
  - N104 must be a 4-digit left zero filled numeric value - NO ALPHA Characters
  - LIN segments must be populated with UK, for GTINs (VICS version 4030 ONLY).
  - REF segments must be populated with correct BOL numbers, 4-digit department numbers, etc.
  - All UCC-128 carton numbers and MAN segments must be 20-digit numeric value.
  - Insure uniqueness of your 20-Digit carton numbers. Duplicate carton numbers will result in rejected ASNs and expense-offset charges may be assessed.
  - Insure all segments are populated accurately based on our EDI mapping standards
  - Transmit documents once. **Note:** Only rejected documents that have been corrected should be retransmitted.

### 8.1.5 Tips for the updated Mappings

#### **856:**

- REF – only use 14 digits.
- N1 – NI04, direct to store DC#, or “9999” for Direct-to-Store
- PRF – PO#, 12 digits, it is now the PO# + DC#. For example: 939123450082
- TD101 segment to be used for L&Tonly
- HL segment to be used for L&Tonly
- **PO4** mandatory, if information not available, please populate with a “1”
- LIN – UK segment, EAN/UCC-14(GTIN) mandatory for 4030, no longer is 4010 accepted

#### **850:**

- BEG02 – Purchase Order Type code: RE, SA, BK, RL
- BEG03 – Purchase Order Number, 12 digits
- N1 – Ordered By segment optional, used for drop ship orders
- N3 – Special Order Address Information segment optional, used for drop ship orders
- PO103 – Unit or Basis for Measurement Code, EA = Each, CA= case
- CTP03 - \$1 hard key accepted for now, must let Lord and Taylor know when compliant
- SDQ – Destination – Quantity Data, will not be sent on BK order (BEG02)

## 8.2

### EDI Identification Numbers

Please note that Lord & Taylor uses different ID numbers for Inovis and GXS. Please make sure you use the correct ID numbers for your EDI VAN service.

To Trade Documents using GXS Global exchange Services (GXS)

The following ID is to be used for Direct Connects to GXS only:

	Sender/Receiver ID Number
<b>Lord &amp; Taylor</b>	08 / 6111492150

**Note:** GTIN’s will no longer be traded through GXS. To trade GTIN’s all vendors must subscribe to Inovis.

To Trade Documents using Inovis , the following ID is to be used for Direct Connects to Inovis, DIcentral and all other Interconnects:

	<b>812, 820, 824, 850, 855, 856</b>	<b>210, 214, 810</b>	<b>852</b> Only available via direct connects
<b>Lord &amp; Taylor</b>	08 / 6111492199	08 / 6111492100	08 / 6111492199

## 8.3

### Advance Ship Notice Requirements – 856's

An ASN is an electronic packing slip that allows Lord & Taylor, to upload receipt information into the main frame and eliminate data entry. When an ASN is transmitted in advance of the receipt of a shipment, we are able to verify "packing slip" information against the purchase order. Upon arrival of the 100% floor ready shipment, the shipment will be able to move directly from the inbound dock, to outbound delivery trucks, then to the selling floor, thus generating sales for both Lord & Taylor and our vendors.

- VICS 856-Advance Ship Notices are required. An expense-offset will be assessed for failure to send an ASN.
- Consolidate VICS 856 Advance Ship Notice/Manifests at the carton level.
- Transmit ASN's real time, when your shipment leaves your distribution center. An expense offset will be assessed for late or missing ASN.
- **There should be one ASN per shipment. If your PO is shipping multiple times, each shipment must have a separate ASN that corresponds to each shipment.**
- If there is an issue with your ASN , email the packing slips to [packingslips@lordandtaylor.com](mailto:packingslips@lordandtaylor.com), when the shipment leaves the vendor's facility. Subject line of e-mail must include PO number.
- Packing slips should show only the actual merchandise that is being shipped.
- Mail Paper Invoices to:
  - Lord & Taylor
  - Attn: Accounts Payable
  - PO Box 20040
  - Jackson MS. 39289
  - E-mail invoices to [AP.Helpdesk@lordandtaylor.com](mailto:AP.Helpdesk@lordandtaylor.com)
- Please review your 997 Functional Acknowledgment to verify acceptance of ASNs or to identify rejected documents. If documents are rejected, refer to the AK3 and AK4 segments for the reason, make appropriate corrections, and retransmit corrected ASN's as soon as possible. (997 mapping is available in the 4030 Mapping section of [partners.lordandtaylor.com](http://partners.lordandtaylor.com). Failure to transmit a corrected ASN may result in expense-offset charges.

## 8.4

### UCC/EAN-128 Label Requirements

- All shipments require UCC/EAN-128 Shipping Container labels that match the related, valid ASN transmission for the shipment. Expense offset charges will be assessed for shipments without labels.
- Labels must meet GS1 US specifications, arrive in a legible, scan able condition and be printed smudge resistant. Expense offset charges may be assessed if the barcode is unscannable.
- FedEx or UPS Labels are not acceptable.
- Lord & Taylor uses high speed, automatic sortation systems in our distribution center. To insure accurate and timely processing, the following label specifications are required for the UCC/EAN-128 barcode:
  - ANSI Grade B or better barcode in UCC/EAN 128
  - 20 MIL minimum narrow element width
  - 1.0" minimum bar height
  - Minimum Quiet Zone of 10 times the X-Dimension or 0.25"
  - UCC/EAN-128 must be placed on the carton in the proper position.
  - Do not use any additional barcodes on the UCC-128 label. NO individual branch store barcodes are allowed, or the Mark For barcode. Also not allowed are the Carton Contents barcodes.

#### 8.4.1 Required UCC-128 Label Information

Zone	Description	Attribute
A	Vendor Name and Address	Mandatory
B	Lord & Taylor DC 0082, 250 Highland Park Blvd. <b>Suite 1</b> , Wilkes Barre, PA 18702	Mandatory
C	Ship-to Postal Barcode. Must have 420 prefix with 5-digit zip code.	Conditional
D	Carrier Name, Bill of Lading Number	Conditional
E/F	Purchase Order Number and Department Number (PO numbers are 12 digits) Example po number sequence: 001234560082 or 123456780082	Mandatory
H	Branch Store Name, Product Group Name (name available in the REF PG segment of your 850 – Purchase Order), and Branch Store Number. The Branch Store number must be at least 24-point font size, and a 4-digit left zero filled number. Refer to the Store to DC Listings tab for the list of Branch Store Names and Branch Store Numbers.	Mandatory
I	UCC/EAN- 128 barcode must be SSCC-18 format with the appropriate Application Identifier (AI). Must be a 20-digit number.	Mandatory

- Only the UCC/EAN-128 label should appear on the cartons. Additional barcodes will result in an expense offset charge.
- This is the minimum information required on all UCC/EAN-128 labels. Any additional text information is acceptable if it does NOT interfere with scanning sortation systems and has been approved by Lord & Taylor.
- **No additional barcodes are allowed on the UCC-128 label or on the cartons. Multiple barcodes on the cartons will result to compliance charges.**
- **Any un-scannable label will result in a compliance charge so please ensure your printers are functioning properly.**
- Additional information on barcode and UCC/EAN-128 label symbology is available at: [www.gs1us.org](http://www.gs1us.org).
- Questions pertaining to barcode symbology, contact Laura Redman at the Stratix Corporation, 770-582-4203 or [Laura.Redman@Stratixcorp.com](mailto:Laura.Redman@Stratixcorp.com).
- A sample of the vendor's new or revised UCC-128 label must be emailed to **[Debra\\_Marcinko@lordandtaylor.com](mailto:Debra_Marcinko@lordandtaylor.com)**.

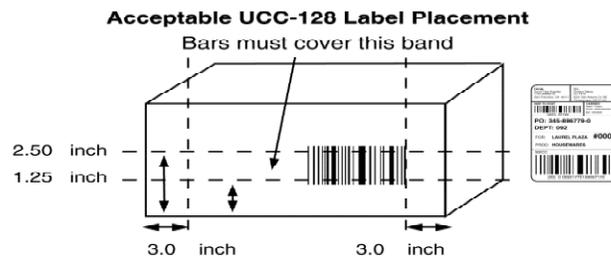
## 8.4.2 UCC-128 Label Placement

- Place one UCC128 label on the longest side of the carton. The UCC-128 Carton label must be placed in between the 3" range from either vertical edge of the carton, and 1¼" from bottom edge of the carton to avoid crushing of the barcode. Follow the label placement requirements that have been illustrated for your reference on next pages.
- If the carton is 7½" in height or above, place either the vertical or horizontal label format on the side of the carton.
- If the carton is less than 7½" in height, the vertical label format may be overlapped from the top to the side of the carton as long as the barcode is not folded.
- Do not place UCC-128 labels over product ID numbers, GTIN barcodes, retail price or other consumer information on merchandise shipped and displayed in the same carton. If shipping UPS, FedEx or LTL carrier, do not combine the UCC-128 Label with the carrier shipping label. The Lord & Taylor UCC-128 Label must be affixed to the cartons in addition to any label used by the carrier.
- As an alternative to overlapping the label on cartons less than 7½" in height, you may choose to place the label on top of the carton, parallel to, but not overlapping the seam.

**Figure 7 A : Example of an acceptable label format**



SSCC bar codes used for automatic sortation. Do not apply Zone G, Final Destination Code - Ship For Number or Mark For Number bar codes.

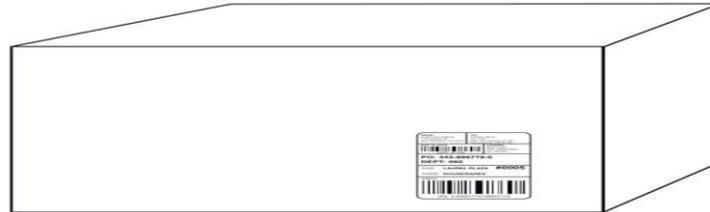


**Option 1(Preferred vertical label placement):** Labels must be placed on the longest side of the carton, 3" from the vertical edge and 1¼" from the bottom of the carton. To be applied to cartons that is 7½" in height or above.

**Option 2(Overlapped vertical label placement):** Labels must be placed on the longest side of the carton, 3" from the vertical edge and 1¼" from the bottom of the carton. The barcode must not be folded. To be applied to cartons that is less than 7½" in height.

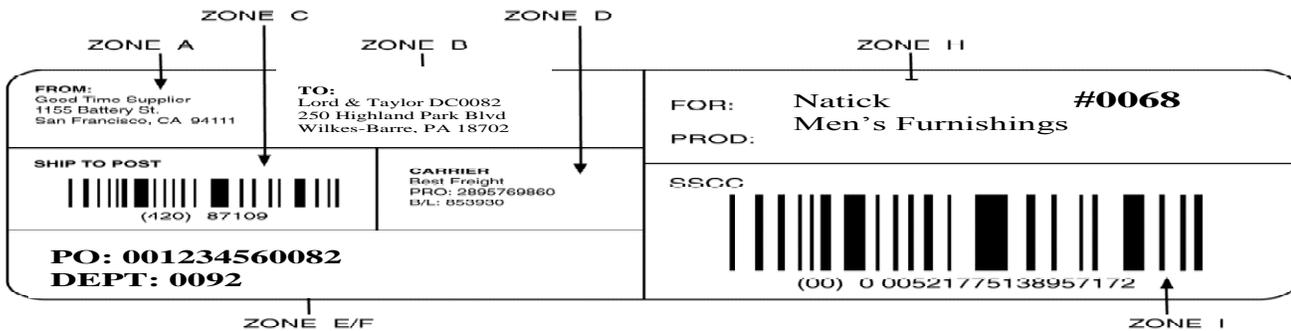
**Option 3(Top of carton vertical label placement):** Labels placed on top of the carton, parallel to, but not overlapping the seam. To be applied to cartons that is less than 7½" in height. A specification for 3" from the vertical edge and 1¼" from the bottom of the carton does not apply for this placement.

**Figure 7 B : Preferred Vertical Format**



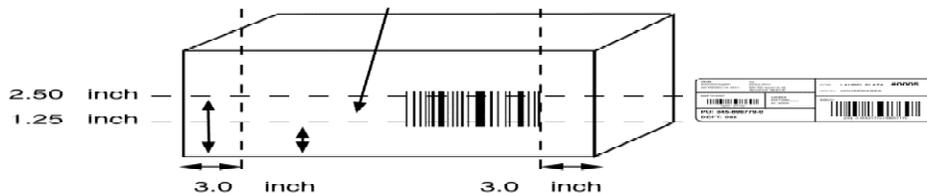
**Figure 7 C: Acceptable Label Formats**

**Acceptable UCC-128 Label Format Example (Horizontal)**



SSCC bar codes used for automatic sortation. Do not apply Zone G. Final Destination Code - Ship For Number or Mark For Number bar codes.

**Acceptable UCC-128 Label Placement**  
Bars must cover this band



## 8.5

## Product Group List for Lord & Taylor Vendors

The following list of product group names is to be used in Zone H of your UCC-128 Carton Label. The name that is specific to your merchandise can also be found in the REF PG segment of your 850 Purchase Order.

<b>PRODUCT GROUP NAME</b>	<b>MERCHANDISE CONTENT DESCRIPTION</b>
Women's Shoes	Women's casual, dress, and athletic shoes
Cosmetics	Treatments, color, and cosmetic accessories
Women's Fragrances	Women's fragrances
Men's Fragrances	Men's fragrances and treatments
Handbags/Access	Handbags, small leathers, costume/bridge/fine jewelry, watches, belts, scarves, hair goods, sunglasses, hats, women's umbrellas, and gloves
Hosiery	Hosiery, tights, socks, and slippers
Better Sportswear	Misses better and bridge collections, separates, casual, and denim
Moderate Sportswear	Misses moderate sportswear, weekend wear
Petite Sportswear	Better and moderate petite sportswear
Women's Spts/Dress	Better and moderate women's sportswear and dresses
Swim	All women's Swimwear
Dresses/Suits	Misses and petite dresses and suits
Coats	Misses, petite and women's coats, rainwear, leather and outerwear
Intimate	Bras, shapewear, daywear, pants, sleepwear, robes, loungewear
Children's	All sizes boys' and girls' sportswear (infants through 8/20), dresses, swimwear, sleepwear, hosiery, underwear, toys, accessories, hats, glove, and gifts
Children's Shoes	Boys and girl's casual, dress, and athletic shoes
Men's Furnishings	Dress shirts, neckwear, underwear, socks, pajamas, robes, jewelry, small leathers, belts, sunglasses, hats, gloves, slippers, men's umbrellas, and gifts
Men's Sportswear	Sport shirts, knit shirts, sweaters, pants, related separates, leathers, outerwear, active, swimwear, and shorts
Men's Collections	Sportswear and denim collections
Men's Clothing	Suits, sport coats, slacks, topcoats, and rainwear
Men's Shoes	Men's casual, dress, and athletic shoes
Tabletop/Gifts/Home	China, glassware, silverware, candles, gifts, utility, bedding, bath, furniture, rugs and lighting
Trim-A-Home	Holiday specific gifts, accessories, and decorations
Luggage	Luggage, backpacks, and briefcases
Stationery/Frames	Cards, calendars, gift-wrap, frames, photo albums, and photo storage
Candy/Foods	Candy, gourmet foods, and coffee

## 9 Guidelines for Communication and Correspondence

Continue to send your monthly/quarter dispute packages for all Accounts Payable issues, as you have always done.

Packages for Handling/Compliance/Traffic must no longer be sent monthly or quarterly.

Do not dispute Expense Offset Charges with the Lord & Taylor merchant.

Please follow the "Guidelines for Communication and Correspondence" instructions in this manual.

All communications regarding expense-offset charges MUST be handled through the AP Help Desk.

### Vendor Guidelines for Communication and Correspondence

The Lord & Taylor Vendor Relations department is designed to offer all of our vendors the most professional, accurate and courteous service possible. It is our desire to ensure that our account with your company is maintained regularly and is kept in a current payment status.

In order to accomplish our objective, we kindly ask that you follow the "**Guidelines for Communication and Correspondence**" as detailed on the attached page. Our efforts will only be successful with your cooperation.

Website address- [Partners.LordandTaylor.com](http://Partners.LordandTaylor.com)

This site provides the following information:

Invoice Payment Status  
Account Balances

Check Information  
Request claim copy

#### Telephone Hours

- **New phone number 1-703-404-9129 or 1-612-216-7340.**
- Phone hours: Monday through Friday, 8:00 AM - 4:00 PM Eastern Standard Time.
- Please use this time to follow up on open correspondence or to obtain information not accessible through the website.

#### Correspondence

- All disputes and correspondence are to be submitted via e-mails to [AP.Helpdesk@lordandtaylor.com](mailto:AP.Helpdesk@lordandtaylor.com). Allow 3-4 weeks for a response.

#### Copy Requests

- Copies are sent to support all deductions taken from checks within 10 days of printing the check. For example, deductions made on the 11/03/2015 check will be mailed by 11/13/2015. Copies are sent via email to the appropriate contact person.
- Copies will come in the form of the CCN report, that list all deductions by type, to the detail level on a specific check.
- If a vendor's consistently request duplicate copies, it may become necessary to assess a charge to defray the costs of supplying information multiple times.

**Claim Dispute**

- All disputes and correspondence are to be submitted via e-mails to [AP.Helpdesk@lordandtaylor.com](mailto:AP.Helpdesk@lordandtaylor.com) and will receive a ticket number.
- Direct emails to Lord and Taylor associates will not be considered for review.
- Disputes **must be sent within 60 days from the date issued.** After 60 days the charges will not be reviewed. **Monthly, quarterly and annual listing of disputes will not be accepted.**
- All backup is required when submitting a dispute for review. (ex. Bill of Lading).
- A new ticket must be opened for each dispute.
- **Allow 3-4 weeks for a response. Do not open an additional ticket for the same issue, as this will start the 3-4 week response time over.**
- **A handling charge may be applied for not following the Claim Dispute Process.**

**Lord & Taylor Expense Offset Charges**

All Communications regarding expense-offset charges MUST be handled through the Lord & Taylor Vendor AP Helpdesk, [AP.Helpdesk@lordandtaylor.com](mailto:AP.Helpdesk@lordandtaylor.com).

**9.2.1 Floor Ready**

Compliance Issue	Comments	Expense Offset-Minimum \$250
No VICS Hanger or Incorrect Hanger	All apparel requires VICS floor ready hangers. Refer to the L & T hanger matrix for departmental detail. All department located on the matrix require a black VICS hanger -Incorrect VICS hangers -Hanger not inserted in garment	\$25.00 per PO plus: \$3.00 /per unit
No UPC Ticket NO UPC PROVIDED, L&T CREATED UPC	All merchandise requires UPC marking. -Missing or poor quality industry standard UPC ticket -Merchandise ticketed with wrong UPC	\$25.00 per PO plus 2.00 per unit
UPC Not on QRS catalog or Invalid UPC	- UPC not on catalog at time of order receipt - UPC requires corrections.	\$250.00 per PO
No or Incorrect Retail Price Marking	Retail price marking is required in all areas except shoes, and cosmetics. -Incorrect or missing retail	\$25.00 per PO plus: \$3.00 per unit
Excessive Packaging and Interruption of Flow	-Do not use: clips, rubber bands, pins, straps, hanger foam or excessive tissue and cardboard	\$25.00 per PO plus .50 per unit

## Only Store 199 Internet (ECOMM) Requirements:

No visible UPC barcode on the polybag/box	All polybags or container boxes must have a UPC barcode sticker on the outside	\$350.00 per PO
NO Retail Price on ticket	Merchandise for store 0199 must not have retail price on tickets.	\$350.00 per PO
UPC not attached to the merchandise	All merchandise must have the UPC hangtag attached	\$350.00 per PO
Merchandise shipped on a hanger	<b>Please review chart on page 11 for approved items.</b>	\$350.00 per PO
Merchandise not packed in a polybag	All merchandise shipped must be packed as an individual selling unit	\$350.00 per PO
Merchandise not folded	Merchandise must be folded as per the guidelines in the Vendor Manual	\$350.00 per PO

### 9.2.2 ASN EDI

Compliance Issue	Comments	Expense Offset-Minimum \$250
Late ASN	ASN must be transmitted no later than the ship date on the ASN.	10% of total cost of Shipment
No ASN at time of processing	ASN must arrive prior to arrive of shipment at DC.	\$10.00 per Carton
No Carton Level ASN	-No ASN available at time of receipt -Shipment level ASN missing carton details which requires reprint of UCC128 Labels	\$10.00 per carton plus \$10.00 per UCC128 label
Inaccurate ASN Data	-Incorrect carton or piece counts -Incorrect or duplicate carton number -Errors in mapping that result in translator rejects -Invalid UPC	\$10.00 per carton \$10.00 per carton \$250 per incident \$10.00 per carton
Incorrect ASN Data	-Wrong PO -Wrong Department or Store	\$250.00 per PO
Incorrect Vendor No./ Terms Transmitted on Invoice	-Incorrect Duns # or Incorrect Terms transmitted on invoice, requiring corrections	\$250.00 Per PO
Incorrect Mapping on 810 Invoices	-Errors that result in translator or system rejects.	\$250.00 Per PO

### 9.2.3 Carton Markings

Compliance Issue	Comments	Expense Offset-Minimum \$250
Missing/ Unusable UCC-128 Labels	-Poor quality or missing UCC-128 label -Incorrectly located UCC-128 label -Incorrect UCC-128 label format -Multiple barcodes on UCC-128 label or carton -No/bad ASN, causing the cartons to be rebarcoded <b>-Over stuffed cartons</b>	\$10.00 per carton
<b>Mis-Direct Cartons</b>	<b>Carton shipped to our warehouse that is not ours. Charge will offset cost to return.</b>	<b>\$10.00 per carton \$250 Min.</b>
	<b>-UPS/LTL label used instead of the UCC-128 shipping label</b>	\$10.00 per carton

### 9.2.4 Packing Slip/ Paper Invoices

Assessed only if accurate ASN/EDI invoice are not provided on time)

Compliance Issue	Comments	Expense Offset-Minimum \$250
Packing slips not received in advance of shipment (pertains to nonEDI/ASN vendors and shipments)	-Packing slips need to be emailed to packingslips@lordandtaylor.com when shipment leaves the vendor's facility. -Packing slips with incomplete information	\$10.00 per carton
No EDI Invoices	-All invoices for payment must be sent via EDI within 7 days after actual ship date	\$50.00 per invoice

### 9.2.5 Shipment

Compliance Issue	Comments	Expense Offset-Minimum \$250
Shipped Early	Shipped by vendors indicated by carrier pick up date or ASN ship date, prior to the "do not ship before" date specified on the purchase order.	\$50.00 plus 10% of cost price of shipment
Shipped Late	Shipped by vendor as indicated by carrier pick up date or ASN ship date, after the "do not ship after" date specified on the purchase order.	\$50.00 plus 50% of cost price of shipment
<b>Missed Appt./Delivery to DC</b>	<b>Any Prepaid vendor who delivers directly to our DC is required to schedule an appointment. If carrier does not deliver on scheduled day a penalty will be assessed.</b>	<b>\$500.00 charge for missed appointment.</b>
Style Substitution	Style shipped not on purchase order or ASN	\$50.00 plus 5% of cost price of shipment
Store not on Distribution	Branch store shipped not on Purchase Order	5% of cost price of shipment
Style not ordered for store	Vendor shipped style not ordered for store	\$100.00 per store
Shortages	Piece count short by door	\$100.00 per store

### 9.2.6 Return to Vendor

Compliance Issue	Comments	Expense Offset-Minimum \$50
Vendor Returns	Damaged / Returned merchandise	7% plus transportation cost

### 9.2.7 Others

Assessed only if vendor request additional copy of claim

Compliance Issue	Comments	Expense Offset-Minimum \$5
Claim Copy Request	Excessive claim copy request	\$5.00 per claim copy

## 9.2.8 Freight

Examples are provided below, but examples listed are not inclusive of all chargeback's.

Routing guide not followed	<p>Non-compliance to routing guide Examples include (but not limited to):</p> <p>Failure to consolidate multiple shipments sent on the same day</p> <p>Pieces shipped exceed the maximum pieces allowed for the carrier.</p> <p>Oversize carton shipped via UPS</p>	<p>\$75.00 plus full freight</p> <p>\$75.00 plus full freight</p> <p>\$75.00 plus full freight</p> <p>\$35.00 Per receipt plus \$0.50 per carton</p>
Freight shipped collect on back order	Failure to prepay freight on back orders unless authorized by the buyer.	\$75.00 plus full freight
Inaccurate / incomplete Bill of Lading	<p>Inaccurate or incomplete, unauthorized information on BOL as required in routing guide, including use of non-VICS Bill of Lading Examples include (but not limited to):</p> <p>Missing NMFC and / or classification # on BOL</p> <p>Missing Suite Number on BOL</p> <p>Missing Maintain Shipment &amp; PO Sequence on BOL</p>	<p>\$75.00 plus full freight</p> <p>\$75.00 plus full freight</p> <p>\$75.00 plus full freight</p> <p>\$125 + \$75 handling</p>
Vendor Fault Accessorial	<p>Accessorial charges assessed by a carrier resulting from shipper's loading method. Examples include (but not limited to):</p> <ul style="list-style-type: none"> <li>- Sort and segregate</li> <li>- Detention</li> <li>- Driver load or count</li> <li>- Truck ordered, not used</li> </ul>	Charges + \$75 handling
Allowances	Allowances are not violations, but allowances set by Lord & Taylor policy or are the result of agreements.	Freight charge only.

*Vendor*

## **Vendor Drop Ship Guide**



# Lord & Taylor Vendor Drop Ship Guide

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## Vendor Setup and Requirements

### Basic Requirements

The basic requirements are:

- Provide daily Inventory feed.
- Receive orders multiple times a day.
- Daily order processing , shipping and parcel pickup
- Ship orders within 2 business days
- A dedicated resource to monitor, fulfill, and troubleshoot orders
- Unbranded box or polybag (supplied by vendor)
- Vendor provided images and copy for drop ship products.
- CommerceHub fees:  
 One- time set up fee: \$1,750 to establish integrated interfaces **or** \$750 to establish web-based/browser interface (includes system training)  
 Monthly recurring fees: \$65 service fee and .50c per order

### Setup Overview

The vendor onboarding process can take between 3 to 6 weeks, depending on the vendor's capabilities. It is imperative that vendor is responsive to CommerceHub in order to ensure onboarding process occurs.

The process begins upon completion of the agreement between the merchant and vendor, followed by HBC drop ship manager sending drop ship welcome packet. The steps and estimated timings are below.

Step	Est Timing
1. <b>Buyer and Vendor</b> select products for VDS program	Pre-Req
2. <b>CommerceHub</b> holds Kickoff Meeting <ul style="list-style-type: none"> <li>• <i>Vendor, CommerceHub, VDS.Team participates</i></li> </ul>	Week 0
3. <b>Buyer</b> sets up items on RFS for eComm and approves them in RFS extension for asset setup <b>and</b> sends list to VendorDropShipTeam using template.	Week 0
4. <b>HBC</b> provides Vendor with shipping accounts and customer return labels (LT banner)	Week 0
5. <b>Vendor</b> signs CommerceHub agreement (pre-requisite to start testing)	Week 1
6. <b>CommerceHub</b> sets up vendor in CommerceHub's system (2 days)	Week 2
7. <b>CommerceHub and vendor</b> begin testing	Week 2 - 5
8. <b>Vendor</b> provides Branded Packing Slip to HBC and CommerceHub for approval.	Week 3 - 4
9. <b>HBC</b> signs off on Packing Slip	Week 4
10. <b>Buyer</b> validates items set up is complete	Week 4
11. <b>CommerceHub</b> signs off on Testing	Week 5
12. <b>VDS Team</b> executes smoke test in Production	Week 6
13. <b>Vendor</b> turns on inventory	Week 6
14. <b>VDS Team</b> verifies inventory feed	Week 6
15. Launch	

## Data Requirements

### CommerceHub

Our drop ship program utilizes a third party, CommerceHub, to automate drop ship order processing and communication with its drop ship vendors. CommerceHub provides functionality such as transmission of order data, ability to generate packing slips and shipping labels, shipment confirmation and invoicing capabilities, and daily inventory.

### Electronic Communications

Lord & Taylor prefers an integrated method of data transmission between the vendor and CommerceHub. Various transmission methods are available with CommerceHub ranging from EDI and other options noted below to browser-based access. CommerceHub's browser interface can be used to view orders, generate the packing slips, confirm shipments, generate invoices on all orders, and update inventory.

Data	Direction	EDI Method	Timing
Order	From CommerceHub	850 EDI Purchase Orders	Multiple times Daily from HBC to CH to vendors
Inventory	To CommerceHub	846 EDI Inventory	Minimum - Daily
Order Shipment Notification - Fulfillment and Cancellation	To CommerceHub	856 EDI ASN	24/7 Daily with Shipments
Invoice	To CommerceHub	810 EDI Invoice	24/7 Daily

CommerceHub can transmit files on any regular schedule as required by the vendor, and will retrieve files throughout the day on a periodic, batch basis. CommerceHub will transmit new orders to vendors as they are provided to CommerceHub from Lord & Taylor.

EDI file transmissions can be transmitted via FTP or through private interconnect with a VAN. CommerceHub also offers AS2 and SFTP as well as delimited and XML file types, provided that there are no additional fees assessed to Lord & Taylor or CommerceHub for such a connection.

## Orders

Vendor must be able to pull in orders multiple times daily.

### Incorrect Cost on Purchase Order

Vendor must invoice Lord & Taylor based on the cost sent on the purchase orders. Purchase Orders with incorrect cost must be communicated to our merchants immediately for quick resolution.

## Inventory Management

### Safety Factor

Vendors are responsible to apply their own safety factors prior to sending their inventory feed. The safety factor is used to ensure vendors can fulfill every order against the available inventory communicated. The goal is to minimize the possibility of taking orders for items that go out of stock during the day and result in order cancellations and unhappy consumers. The safety factor value should be dependent on the number of retailers sharing the inventory and the vendor's historical metrics. Please note that HBC's order management system will reserve quantities against the inventory as an order is placed.

Inventory must be sent daily. If vendor can't send inventory on weekends, then the safety factor must take this into consideration.

Vendor must send a 0 when the item is out of stock or no longer available for purchase.

### Segregated Inventory

Some vendors may choose to segregate inventory for our drop ship program. Lord & Taylor's preference is to have access to the vendor's full inventory vs. segregated inventory. If vendor does segregate the inventory, no safety factor is needed. Vendor should have process in place to replenish segregated inventory on a regular basis.

### Closed Fulfillment Operations

Vendors that temporarily close their fulfillment operations for more than 3 business days must send zero inventory two days prior to closing. This step insures that orders will not be taken during the closure and customers are not waiting excessive time for their shipments. Actual inventory should be sent the day the closure ends.

Vendor should also inform HBC Drop Ship team of upcoming closures at least 2 weeks in advance. Send email to [VendorDropShipTeam@hbc.com](mailto:VendorDropShipTeam@hbc.com) with a subject line of "(Vendor Name): Fulfillment Closure.

## Order Fulfillment / Shipping

### Product Quality Standards

- Product must be packaged sufficiently to prevent damage during shipping.
- All products must have a unique UPC which is either on a hang tag, shoe box, or packaged box.
- Pricing: Do not include the retail on the UPC ticket. Issues should be discussed with the drop ship team.
- Must meet agreed upon specifications outlined in this document.
- Items must be in saleable condition.

### Shipment Notification

Vendor must send an EDI 856 Advance Ship Notice (ASN) the same day the orders ships. The 856 must contain the carrier tracking information in the BOL field. The ASN is used to notify the customer that their merchandise has shipped and provides them the tracking number. It also triggers the sale charging the customer for their shipment.

## Order Fulfillment

Lord & Taylor allows for multiple shipments per order with no back orders. Orders are to be shipped to customers within 2 business days and processed in vendor's systems within same 2 business days.

## Shipping Requirements

Where vendor is the shipper of record it is the vendor's responsibility to resolve problems and issues regarding shipping and deliveries.

## Expected Fulfillment Rate

Vendor must maintain a 99% or higher fulfillment rate while participating in the Drop Ship Program to maintain our expected service levels. If vendor is unable to maintain this expected rate, Drop Ship Operations and the buying group will review their assortment and determine if items should be removed from the site or if vendor should be removed from the program altogether.

## Delayed Shipments

CommerceHub will email you daily for orders that haven't been shipped within 48 hours. If there is a shipping delay, please notify the [VendorDropShipTeam@hbc.com](mailto:VendorDropShipTeam@hbc.com) and use "(Vendor Name) Delayed Shipment" as the subject.

The CommerceHub dashboard will also highlight orders that haven't been shipped within 48 hours indicating action is required on vendor's part.

Orders for any item not available due to a "no inventory" disposition should be cancelled if the order cannot be filled within 48 hours/2 business days from the date the order is downloaded.

## Cancelled Orders

Vendor must immediately notify Lord & Taylor through CommerceHub system of any item that cannot be fulfilled. CommerceHub will then send an electronic communication to Lord & Taylor and we will inform the customer.

Cancellations communications can be initiated one of two ways:

1. Cancellation information included in the EDI 856 fulfillment document
2. Manually update order in the CommerceHub Hub browser

High cancellations may result in removal from the Drop Ship Program.

Invoices for merchandise which are shipped after the order has been cancelled will **not** be paid.

## Replacement of Lost Items

Lord & Taylor incurs the costs involved for the replacement of lost items when you can provide proof of delivery. You must cooperate with Lord & Taylor Drop Ship team by providing tracking information, assisting in researching and resolving carrier claims and recouping the claim dollars.

# Packing Requirements

## Box

Vendor must supply and ship merchandise in a plain corrugated box or poly bag. Box / bag should not contain vendor name or logo and should not have been used previously for shipping. Image of the box or poly bag must be sent to VendorDropShipTeam@hbc prior to implementation.

Product must be packaged sufficiently to prevent damage during shipping.

Merchandise prepackaged in a shipment ready box (home merchandise) does not require repackaging. For home merchandise the packing slip / customer invoice should be placed on the outside of the box.

## Customer Invoice

All shipments must have a Lord & Taylor branded packing slip / customer invoice enclosed.\* Vendors can either:

1. Print the Packing Slip / Customer Invoice from their own system.
2. Print the Packing Slip / Customer Invoice from CommerceHub.

Vendor can choose to print the branded packing slip/invoice from their own system using data sent from the purchase order. It must match the current Lord & Taylor invoice and requires signoff by the HBC Drop Ship team. Images are in the appendix. Vendor must update the format if Lord & Taylor's standard format changes. Lord & Taylor will give vendor 60 days' notice before change is required.

Vendors can also choose to use CommerceHub to print invoice in the pre-approved format. CommerceHub prints the contents and the form so blank paper stock can be used.

## Additional Packing Materials

Do not include any additional vendor-specific packing slips, invoices, collateral or marketing materials in the package. Product information, warranties, cooking instructions, etc. are acceptable. These packing requirements are mandatory and must be adhered to at all times.

## Return Address Label

Each package must contain a pre-printed drop-in return label for the customer to use to initiate a return to Lord & Taylor. Lord & Taylor will provide these to the vendor.

Vendor should request additional labels 2- 3 weeks before their stock runs out by emailing [vendordropship.inquires@hbc.com](mailto:vendordropship.inquires@hbc.com). Please include the following information in the email:

- Item requested (return labels),
- Quantity needed,
- Ship to address
- Contact's name, phone number and email address.
- Enter the following in the subject line: "(Vendor Name) Request for Return Address Labels"

## Shipping Label

Vendor must use the Lord & Taylor Fulfillment Center return address to ensure that if a package is undeliverable, it will be processed as a regular return. The address and telephone number is:

Lord & Taylor  
250 Highland Park Blvd.  
Wilkes-Barre, PA 18702

1-800-223-7440

## Invoice to Lord & Taylor

Vendor must send EDI 810 Invoice. Paper invoices will not be accepted.

The invoicing process is completely electronic and is triggered by the order fulfillment system through CommerceHub. Invoices will not be released to our Accounts Payable department for processing until the 856 shipment has been received with a tracking number and matches the invoices.

Any mutually agreed to handling fees must be included in the invoice.

Please refer to the Accounts Payable contact section of our Vendor Standards Manual for payment information

## Returns

Vendors must accept returns. Lord & Taylor will return resalable and damaged product returned by customers in-store and to our DC after the completion of an agreed upon period.

Conditions below are classified as vendor related issues/errors and must be accepted without a restocking fee.

- Merchandise contains manufacturer's defects
- Wrong merchandise was shipped to customer
- Merchandise is damaged, due to improper packaging

## Customer Returns

All online customer returns are directed to the Lord & Taylor Fulfillment Center. All in store customer returns are accepted as per our return policy. Instructions are provided to each customer on their Lord & Taylor packing slip as well as on Lord & Taylor.com.

All customer exchange requests will be processed as two transactions – (1) a return processed in the Lord & Taylor Fulfillment Center crediting the client, and (2) a new order is placed on behalf of the customer. The exchange order will be processed as a new order.

## Operational Contacts

New Vendor Onboarding, Operations, and Order Questions:  
Supplies and Logistics (for return labels)

VendorDropShipTeam@hbc.com  
VendorDropShip.inquiries@hbc.com

## Terms:

### Payment Terms

All existing payment terms shall apply for drop ship.

### Agreement Terms

All terms of the agreement between HBC and the vendor cannot be changed without a 60 day written notification to Lord & Taylor. Lord & Taylor

### Additional Drop Ship Terms and Conditions

The customer to whom merchandise is to be drop shipped is a customer of Lord & Taylor.

Under no circumstances will Lord & Taylor be liable to Vendor for any amount in excess of the purchase price set out in a purchase order. Lord & Taylor will not be liable for any incidental, special, exemplary or consequential damages, whether based upon theories of contract, tort or otherwise, arising out of or relating to such purchase order.

## Alerts:

### Delinquent Shipments

Vendor will receive automated emails from CommerceHub informing them of shipments that are delinquent. Delinquent shipments are those that haven't shipped within 48 hours after the order was imported excluding weekends.

### Item selection

Vendor partners with LT merchants to add the initial styles to the drop ship assortment.

### On-going Maintenance (After Initial go-live)

Vendor partners with merchants to remove and add styles to the drop ship assortment.

## Appendix

### Technological Requirements When Using CommerceHub

Below is an outline of the basic technological requirements:

- Printer required for packing slips to print on 8 ½ X 11 standard paper.

To access your orders via the CommerceHub website, a standard computer with internet access is required. Minimum requirements include:

- One of the following supported browsers:
  - Internet Explorer (10.0 or higher)
  - Mozilla Firefox (all versions)
  - Google Chrome (all versions)
- Depending on how vendor will use CommerceHub OrderStream, may also want or need to install the following:
- Adobe Acrobat Reader (6.0 or higher)
- A spreadsheet application (such as Microsoft Excel)

**Sample Packing Slip Image (full image should fit 8 1/2 X 11 page)**

	<p><b>LORDANDTAYLOR.COM</b>  <b>250 HIGHLAND PARK BLVD, WILKES BARRE, PA 18702</b>  <u>QUESTIONS/CONCERNS? CALL 1-800-223-7440</u></p>	<p><b>INVOICE</b></p>														
<p><b>BILLING ADDRESS:</b>                      <b>SHIPPING ADDRESS:</b>                      <b>ORDER #:</b></p>																
<p>Billing Address Name                      Shipping Address Name                      Customer#                      10684870  Billing Address 1                      Shipping Address 1                      Order Date:                      2014-06-25  Billing Address 2                      Shipping Address 2                      Transaction#                      9681990033881  City, Prov, PostalCode                      City, Prov, PostalCode                      Shipping Method</p>																
<p><small>Please Note: Orders with multiple items may be shipped separately</small></p>																
UPC	DESCRIPTION	COLOR	SIZE	QTY	PRICE	GIFT BOX	GIFT BOX \$	TOTAL								
65833955960	Slim Fit Pattered Dress Shirt VSD13045	Blue	15.5 32-33	1	49.99			49.99								
65833956894	Slim Fit Pencil Stripe Shirt VDS13046	Aqua	15.5 32-33	1	49.99			49.99								
						<p><b>Total Merchandise in this Package:</b>                      99.98  <b>Shipping:</b>                      10.99  <b>Tax:</b>                      6.00</p>										
						<p><b>Authorization #:</b>  Please Note: In the event that your order is shipped in multiple packages, shipping fees will only be billed once.</p>										
						<p style="color: red;">Paypal</p> 										
						<p><b>SCAN THIS BARCODE FOR IN STORE RETURNS</b>  After return, please follow VDS processing standard.</p>										
<p>Thank you for choosing Lord &amp; Taylor. Your purchase comes with our assurance that your satisfaction is our top priority. We are committed to making Lord &amp; Taylor your favorite store and look forward to serving you again soon. Enjoy your purchase!</p>																
<p>For instructions on easy returns, visit <a href="http://www.lordandtaylor.com/returns">www.lordandtaylor.com/returns</a></p>																
<p><b>RETURN REASON CODES</b></p>																
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">A) Changed Mind/Gift Item</td> <td style="width: 25%;">C) Not As Depicted</td> <td style="width: 25%;">E) Damaged</td> <td style="width: 25%;">G) Late Arrival</td> </tr> <tr> <td>B) Sizing</td> <td>D) Incorrect Item</td> <td>F) Dissatisfied with Quality</td> <td>H) Incorrect Color</td> </tr> </table>									A) Changed Mind/Gift Item	C) Not As Depicted	E) Damaged	G) Late Arrival	B) Sizing	D) Incorrect Item	F) Dissatisfied with Quality	H) Incorrect Color
A) Changed Mind/Gift Item	C) Not As Depicted	E) Damaged	G) Late Arrival													
B) Sizing	D) Incorrect Item	F) Dissatisfied with Quality	H) Incorrect Color													
<p><b>RETURNS</b></p>																
UPC #				Reason Code												

## 11 Frequently Asked Questions

### **I am a new vendor, how do I get started? What documents do I have to provide through EDI?**

The Vendor Profile Form will need to be completed on line. There are 3 forms located in the Vendor Manual that will need to be completed and either emailed to [Patricia\\_graham@lordandtaylor.com](mailto:Patricia_graham@lordandtaylor.com) or faxed to 212.391.3162. Lord & Taylor requires Advance Shipment Notices (856), Electronic Invoices (810), Application Advise (824). Mapping for these documents is available by clicking the EDI/Floor Ready tab on the homepage of <http://partners.lordandtaylor.com/partners/index.jsp>. You should then click on the EDI mapping and sample data section.

### **What VAN should I use to trade EDI documents with Lord & Taylor?**

Lord & Taylor does not require the use of a specific van to trade EDI documents. We are able to trade documents directly through Inovis Data Exchange Network Services, 887-446-6847, [www.inovis.com](http://www.inovis.com) and GXS Global, [www.gxsolc.com](http://www.gxsolc.com). If you use a different VAN, you should contact your provider to establish an interconnect relationship with Lord & Taylor.

NOTE: To trade GTIN's all vendors must subscribe to Inovis.

### **How do I test EDI documents with Lord & Taylor?**

For a nominal fee, you will test the compliance of your VICS 4030 documents through DI Central Corporation.  
DI Central Corporation <http://www.dicentral.com> 281.480.1121 Option 4  
sales@dicentral.com

### **I am not ready to do EDI, What do I do?**

Lord & Taylor requires the use of the 856 Advance Ship Notice, 810 Electronic Invoices and the Application Advise (824) documents. If you are unable to create EDI documents, there are several options. Now available are desktop kits that will enable your company to do "EDI". There are also third party providers that can create EDI documents for your company without having to committing internal resources to an "EDI department". Please contact one of the following to find the options will work for your company.

GXS Global Exchange Services	<a href="http://www.gxsolc.com">www.gxsolc.com</a>	800.334.5669, Option 3
Inovis Data Exchange Network Services	<a href="http://www.inovis.com">www.inovis.com</a>	577.446.6847
1 EDI Source	<a href="http://www.1edisource.com">www.1edisource.com</a> <a href="mailto:sales@edisource.com">sales@edisource.com</a>	877.334.9650
DI Central Corporation	<a href="http://www.dicentral.com">http://www.dicentral.com</a> sales@dicentral.com	281.480.1121 Option 4

### **I am a new vendor and I need to ship an order to Lord & Taylor right away. I haven't had time to test my EDI documents, what should I do?**

Send an email to [Patricia\\_graham@lordandtaylor.com](mailto:Patricia_graham@lordandtaylor.com) to discuss alternative EDI providers that can set up vendors quickly.

### **Where do I find the EDI Sender / Receiver ID's for Lord & Taylor?**

The sender / receiver identification numbers are listed in the EDI section of Lord & Taylor's Floor Ready Requirements guide.

### **I just started doing EDI for my company and I need someone to tell me how to do the mapping and help me understand the electronic documents. Can you help me?**

Lord & Taylor also provides sample mapping information, it is available under the EDI / Floor Ready Tab in the EDI mapping and sample data section of the following website: <http://partners.lordandtaylor.com/partners/index.jsp>. The Uniform Code Council (UCC) offers an introduction to EDI called "Supply Chain U". You can find out more about this course by going to the UCC, website at [www.uc-council.org](http://www.uc-council.org). This web site is also a good source of information regarding document standards.

**What version of VICS mapping should I use, and how do I read my functional acknowledgment?**

Lord & Taylor currently trades documents using the VICS 4030 standards. The functional acknowledgement mapping is located under the Edi/Floor Ready Tab in the Edi mapping and sample data section of <http://partners.lordandtaylor.com/partners/index.jsp> .

**The buyer told me that a purchase order was transmitted to my company but I can't find it. Who should I contact?**

Contact the Lord & Taylor buyer to ensure that the purchase order was actually sent. For assistance contact Patricia Graham, Edi Analyst at 212.391.5378 or [Patricia\\_Graham@lordandtaylor.com](mailto:Patricia_Graham@lordandtaylor.com).

**I need GTIN numbers. Where do I get them?**

You must contact the Uniform Code Council to obtain GTIN blocks. Please refer to their web site [www.uc-council.org](http://www.uc-council.org).

**Who do I contact to put my GTIN's in an electronic catalogue?**

Please contact Invois Catalogue 877.446.6847, <http://www.invois.com>.

**Who should I contact for approval of my UCC-128 label?**

**Debra Marcinko** will approve all vendors' UCC-128 carton labels. Email a scanned label to [Debra\\_Marcinko@lordandtaylor.com](mailto:Debra_Marcinko@lordandtaylor.com) for approval. All other EDI questions or 856/810/824 EDI document testing is conducted with either of the following:

GXS Global Exchange Services  
DI Central Corporation

[www.gxsolc.com](http://www.gxsolc.com)  
<http://www.dicentral.com>  
[sales@dicentral.com](mailto:sales@dicentral.com)

281-480-1121 Option 4

**What symbology should I use on the UCC-128 container label? Where can I get information about Barcodes?**

Lord & Taylor follows the application standards for shipping container labels using the UCC / EAN 128 symbology. Detailed information on Barcode symbology and container labels is available at: - [www.uc-council.org/reflib/00603/index.html](http://www.uc-council.org/reflib/00603/index.html).  
Floor Ready.

**Who should I contact to approve my RFID retail ticket?**

New vendors must have RFID tickets approved by Lord & Taylor prior to their first shipment. Please email a scanned copy of the ticket to [Patricia\\_graham@lordandtaylor.com](mailto:Patricia_graham@lordandtaylor.com)

**How do I gain access to the Vendor Selling reports and the Accounts Payable system?**

To get access to the reports, you will need to fill out the forms found in the Vendor Reporting section of the [partners.lordandtaylor.com](http://partners.lordandtaylor.com). [Selling Reports](#) [Accounts Payable Reports](#).

**What is a Security Administrator?**

An associate, within a vendors' company, that will be responsible for setting up other associates' to access the vendor reports. The individual will provide each associate with a user ID and password.

**What is an FTP?**

A File Transfer Protocol (FTP) is a protocol that allows users to copy files between their local systems and any system they can reach on the network. It is not an email address. It should be a setup of an ftp Lord& Taylor account with a default directory so that when we login, we get placed in the directory automatically.

**Do I need an FTP to get reports?**

No, you do not need an FTP address to access reports. Reports can be downloaded from the [Vendor Reports](#) site.

**What are the Internet Email Policies?**

We block mail from unsecured servers. Open relays, open proxies, dynamic IP Addresses, residential IP Addresses are all classified as unsecured. We do not accept Email that exceeds 12 megabytes (including headers/body/attachments). We do not accept executable attachments. (i.e. .exe, .com, .bat, .pif, etc...) All attachments should be zipped. We will reject connections from any IP Address that does not have proper DNS setup. IP Addresses with an invalid DNS setup are treated as unsecured and blocked. Proper DNS setup includes valid MX, A, PTR records for your domain. We will reject connections from any server that repeatedly attempts to reach an invalid mailbox. Complaints of unsolicited Email will result in connections from the sending server to be rejected. All Email is scanned for Virus and content violations. Servers sending objectionable content will result in connections from the sending server to be rejected.

## How to troubleshoot Email Problems?

If your Email is returned from us as undeliverable, it will contain one of the following types of messages:

Unknown user

Recipient address rejected: User unknown in relay recipient table suggests that the mailbox you are sending to is not valid.

Invalid Sender Email address

Sender address rejected: Domain not found and

Sender address rejected: need fully qualified address suggest that the address you are sending from is not valid.

Invalid HELO

Hello command rejected: invalid HELO usually associated with SPAM suggests:

- That you gave us invalid information that was previously reported being associated with SPAM or Virus complaints.
- That your server is not setup to correctly identify itself. If you are using Microsoft Exchange there is a MS Knowledge base article [here](#) that can assist you.

Connection rejected

Client host rejected: Too much SPAM from this address/ISP suggests that your address received excessive complaints of SPAM or Virus activity.

Relay access denied

You cannot RELAY mail through our servers. We only accept mail destined for one of our domains.

## 12 Summary of Manual Revisions

The text printed in **Red Font** is the most current revisions to the Lord & Taylor Vendor Manual. This is to help you identify all the changes or additions from previous Lord & Taylor policies. **Note:** Revisions to our Vendor Manual will be updated on the 15<sup>th</sup> of each month. It is the vendor's responsibility to check our website each month for changes.

January 2, 2008		
Section	Page	Description
All	All	Added <b>red font</b> to new revisions. Deleted the red front from the changes from the prior publication. Formatting revisions.

May 15, 2008		
Section	Page	Description
Contacts	4	Revised e-mail contact for John McQuade and Kristen Zim. New e-mail address is: <a href="mailto:Traffic.LT@lordandtaylor.com">Traffic.LT@lordandtaylor.com</a>
Expense Offset Charges	8	The Offset Charge for shipping without an approved clear VICs hanger will now be assessed at the following: \$25.00 per PO plus .75 per unit. Refer to the L&T Hanger Matrix for departmental details. All departments located on the matrix require a clear VICs hanger.
Store Listing	57	Added a new L&T store. Store 0199 - Internet

August 15, 2008		
Section	Page	Description
Hanger Matrix	58	Departments have been added to the matrix
Store Listing	57	Deleted store 101 – Pick N Pack

March 15, 2009		
Section	Page	Description
Industry Contacts	6	Added a new hanger source: Sewing Collections. (Refurbished & New hangers) 1EDI Source
Packing Requirements	13	A minimum of one sheet of tissue will be allowed.
Packing Requirements	14	Must add a section on the Packing Slip for a GTIN (UPC) number.
Hanger Matrix	22	Matrix has been update with additional departments

April 15, 2009

Section	Page	Description
Hanger Matrix	22	Matrix has been updated.
EDI Requirements	43	Use the Product Group Description - Handbags/Accessories for Women's Umbrella's.
EDI Requirements	43	Use the Product Group Description - Handbags/Accessories for Fine Jewelry
EDI Requirements	43	Use the Product Group Description - Men's Furnishings for Men's Umbrella's

**May 15, 2009**

Section	Page	Description
Packing Requirements	14	Packing slip information.
Expense Offset Charges	45	Offset expense handling charge for No VICS hanger information
Hanger Suppliers	6	New hanger supplier added

**July 15, 2009**

Section	Description
Hanger	Reformatted the hanger section and removed old hanger information
UCC-128 Label	Added additional information about label spec's
Store Information	Closed store 118 - Landmark
EDI	VICS Trading Partner Alignment & Compliance Committee is offering a series of foundational e-courses. Lord & Taylor supports the courses and encourages our vendor community to participate in the training.

**August 15, 2009**

Section	Description

**October 15, 2009**

Section	Description
Packing	Do not over pack cartons. Cartons must be able to lie perfectly flat on all sides: without bulges in the middle or on any seam. Beginning November 15, 2009 an offset handling charge will be applied to cartons not meeting the packing requirement.

**May 15, 2010**

Section	Description
Store listings on page 15, added new store	Jersey Garden Outlet

**Aug 15, 2010**

Section	Description
Testing Guidelines, p 27	All vendors must test through DICentral.
EDI Requirements, p 12	All vendors must test through DICentral.
Ticket Examples, p 21	Box, Jewelry, Rattail sticker examples provided.
Updated Mapping, p 30	Tips on New Mapping Changes.

**Sept. 15, 2010**

Section	Description
Store List Guidelines for Communication	Added a new store - Great Lakes - # 187 Page 40, new Vendor Relations contacts

Changes for November 15, 2010:

New Vendor Relations guidelines for communication and correspondence.

Refer to page 43.

REFER TO THE L&T ROUTING GUIDE FOR DETAILS ON THE FOLLOWING:

For LTL carriers only – not Consolidations or truckloads:

As of 12/25/10 - New Rules will be in effect for LTL rates on Clothing (NMFC item 49880)

Clothing is now a dimensionalized commodity: To avoid higher rates, all cartons of clothing must weigh at least 8 pounds per cubic foot. (Routing Guide is located at [partners.lordandtaylor.com](http://partners.lordandtaylor.com))

May 15, 2011	
Section	Description
Pg. 7 – New Vendor Information & Forms	Lord and Taylor has retained DiCentral to manage our testing process for EDI document specifications. Please contact DiCentral to make arrangements to test your documents. Any trading partner that does not meet the testing requirements will be subject to expense off-set charges should the documents be rejected by Lord 7 Taylor translator. There is no in house testing. Contact DiCentral directly to test EDI documents at: DiCentral Corporation (281) 480-1121 Ext. 4 <a href="mailto:sales@dicentral.com">sales@dicentral.com</a> <a href="http://www.dicentral.com">www.dicentral.com</a>
Pg. 17 – Floor Ready Requirements	Vendors with fewer than 50 GTIN’s annually may provide an updated GTIN catalogue in a mutually agreed upon method. Failure to subscribe to the GXS catalogue may result in expense off-set charges.

July 15, 2011		
Section	Page	Description
UCC-128 Label	34	Do not use the Mark For barcode on the UCC-128 label. The only approved barcodes are the Ship-to Postal Barcode and the UCC-EAN-128.
Product Group Listing for L&T Home Stores	41	New list of product groups

**June 15, 2011**

Lord & Taylor moves to Eco-Friendly hangers

Lord & Taylor will follow the Voluntary Interindustry Commerce Solutions Association hanger guidelines, which change the standard color of “department store” hangers (with metal hooks) from clear to matte black. The move to the new hanger, will not impact infant’s wear, toddler’s or intimate apparel.

The same VICS clear hanger standards will apply to black hangers and the style numbers will remain the same as they were for the clear hangers. Lord & Taylor will also use the SOHS (Secure Over the Hanger Sizer) on the black hangers.

The move to black hanger enables the use of recycled materials and allows Lord & Taylor to participate in providing an ‘eco-friendlier’ product and make a meaningful difference in improving the environment. Lord & Taylor’s vendor community will begin shipping on black hangers beginning Spring 2012.

Sourcing Solutions  
[www.ss-intl.com](http://www.ss-intl.com)

Uniplast  
[www.uniplastindustries.com](http://www.uniplastindustries.com)

Visconti  
[www.viscontihangers.com](http://www.viscontihangers.com)

Mainetti  
[www.mainetti.com](http://www.mainetti.com)

Alliance Hangers  
[steve@alliancehangers.com](mailto:steve@alliancehangers.com)

**November 15, 2011**

The following hanger suppliers are approved by Lord & Taylor:

Vendors shipping non-EDI/ASN will need to follow new instructions.

Going forward, non-EDI/ASN shipments will require packing slips, to be emailed to Lord & Taylor when the shipment is leaving the vendor’s shipping facility. Packing slips should show only the actual merchandise that is being shipped. Email the packing slips to [packingslips@lordandtaylor.com](mailto:packingslips@lordandtaylor.com). The purchase order number should be placed in the Subject section of the email.

September 15, 2012

- All fragile merchandise must be identified with protective tape.
- All liquids should be marked "This Side Up" by Vendor.
- All cartons containing glass, plastic or clay merchandise must have dividers to protect merchandise from breakage and crushing (bottles must be capped).
- E-commerce packing and hanger requirements.

May 15, 2013

- SOHS are no longer required.

December 15, 2013

- Changes in disputing charges

October 15, 2014

- New Contact for Supplier Relationship Manager. Debra Marcinko.
- New Address for Accounts Payable. PO Box 20040 Jackson MS. 39289.
- Updated information for Electronic Product Code/Radio Frequency Identification Page 32.
- New Hanger Matrix breakdown for EComm floor ready requirements. **Please view Page 11.**
- **Address Change for Lord & Taylor Distribution Center on UCC 128 Label. Change in Zone B. Please refer to page 20.**  
Lord & Taylor **Suite 1**  
DC 0082  
250 Highland Park BLVD.  
Wilkes Barre, Pa, 18702

February 15, 2015

- Ecomm compliance charges are \$350.00 per PO.
- Change in BOL requirement. Dock Letter no longer needed. Suite number is now required. Updated address on BOL:  
Lord & Taylor DC 0082  
250 Highland Park BLVD. Suite 1  
Wilkes Barre, Pa, 18702
- Updated information in section 7 for Electronic Product Code/Radio Frequency Identification. Pages 32-40.
- Change in address on the UCC-128 Label to match address on BOL:  
Lord & Taylor DC 0082  
250 Highland Park BLVD. Suite 1  
Wilkes Barre, Pa, 18702

April 15, 2015

- All Children's Apparel for Ecomm must be folded in a Poly Bag.
- SOHS (Secure over Hanger Sizer) is now required as of May 2015.
- Vendor Drop Ship Guidelines added. Pages 56 to 68.

July 15, 2015

- Removed Outlet Store from Store Listing.

January 15, 2016

- Weight Requirements Changed. Minimum Weight 3lb – Maximum Weight 60lbs.
- Adding bullet points from Routing Guide on page 20.

March 15, 2016

- Updated RFID Requirements.

April 15, 2016

- Updated Vendor Drop Ship Requirements. Pages 56-67.
- Reminder for NO Retail Price on Ecomm merchandise. Page 13.
- Mis-Direct Cartons. Charges will be assessed to cover Handling and Freight costs.

August 15, 2016

- **Updated RFID Contacts. Pages 39-40.**
- **Missed Appointment update. Pages 20 & 54**