



Vendor Manual

Revised August 15, 2009

CURRENT REVISIONS

August 15, 2009	
Section	Description
Vendor Relations Guidelines for Communication & Correspondence	New Acct. Rep. – Racheal Seniuk

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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.

LORD & TAYLOR CONTACT LIST

LORD & TAYLOR ACCOUNTS PAYABLE/VENDOR RELATIONS

250 Highland Park Blvd.
Wilkes-Barre, PA 18702

Contact	Lord & Taylor Telephone/E-mail	Area of Responsibility
Lucy Tulao	(570) 821-6410 Lucy_Tulao@lordandtaylor.com	Manager Vendor Relations <ul style="list-style-type: none"> • Compliance exemption requests (temporary requests)) • Passwords for Acct. Payable system
Marcia Minott	(570) 821.6427 Marcia_Minott@lordandtaylor.com	Manager of Invoice Processing

LORD & TAYLOR ACCOUNT INQUIRIES/CORRESPONDENCE

250 Highland Park Blvd.
Wilkes-Barre, PA 18702

Phone hours are: Monday, Tuesday and Thursday only, 9-11 and 1:30-3:30

QUESTIONS REGARDING DISPUTES AND PAYMENT CONTACT THE FOLLOWING:

Account Representative	Vendor Accounts Assigned	Phone Number
Melissa Jamieson	A, D,E,F,G, H,I, J, K,P, R, S Rosenthal & Rosenthal, Heller Financial HSBC Financial	(570) 970 6100-ext.2
Racheal Seniuk	B,C,I,M,N,O,Q,T,U,V,W,X,Y,Z Milberg Factors, Century Factors	(570) 970 6100-ext.3
Rachel Drozd	Jones Apparel. Liz Claiborne, Polo, Cosmetics	(570)-821-6451

LORD & TAYLOR TRANSPORTATION

250 Highland Park Blvd.
Wilkes-Barre, PA 18702

Contact	Telephone/E-mail	Area of Responsibility
John McQuade	(570) 821-6241 Traffic.LT@lordandtaylor.com	Manager of Transportation
Kristen Zim	(570) 821-6240 Traffic.LT@lordandtaylor.com	Supervisor of Transportation <ul style="list-style-type: none"> • Routings and Truckloads • Routing compliance issues
General Traffic Questions	Traffic.LT@lordandtaylor.com	

LORD & TAYLOR DISTRIBUTION CENTER

250 Highland Park Blvd.
Wilkes-Barre, PA 18702

Contact	Telephone/E-mail	Area of Responsibility
Gail Beebe	(570) 821-6394 Gail_Beebe@lordandtaylor.com	Mgr. Merchant/Store Services <ul style="list-style-type: none"> • EDI and Floor Ready questions • Hanger/ticket information • New Vendor information • Compliance issues – late ship, hangers, ASN/UCC, ticketing

LORD & TAYLOR CONTACT LIST (continued)

LORD & TAYLOR EDI OFFICE 424 5 TH AVENUE NEW YORK, NEW YORK		
Contact	Telephone/E-mail	Area of Responsibility
Andrea Smith	(212) 382.6326 Andrea_Smith@lordandtaylor.com	EDI Manager
Quincy Francis	(212) 391.3170 Quincy_Francis@lordandtaylor.com	EDI Analyst <ul style="list-style-type: none"> • EDI and Floor Ready questions • GTIN and retail requirements/GTIN conversions. • Ticket format approvals and issues • EDI capability issues • EDI testing and implementation • EDI production maintenance of all EDI documents • Vendor EDI transmission problems • Passwords to Vendor on line Reports

LORD & TAYLOR DISTRIBUTION CENTER 250 Highland Park Blvd. Wilkes-Barre, PA 18702		
Contact	Telephone/E-mail	Area of Responsibility
Michelle Tarnowski	(570) 821-6223 michelle_tarnowski@lordandtaylor.com	Mgr. RTV's – Return to Vendor <ul style="list-style-type: none"> • RTV questions and information

INDUSTRY CONTACTS

TICKET SUPPLIERS

Rapid Tags (Denise Newton)	877-438-8247 www.rapidtags.com		Avery Dennison	800-225-5913
Monarch/Paxar	937-865-2907		RER International LLC	718-793-3900

SUGGESTED ELECTRONIC PROVIDERS

DI Central
www.dicentral.com
sales@dicentral.com
281-480-1121 Option 4

Inovis Catalogue
877-446-6847
www.inovis.com

EDI Van Services
GXS Global exchange Services
800-334-5669, Option 3
www.gxsolc.com

1 EDI Source
www.1edisource.com
sales@1edisource.com
877-334-9650

NRF Color & Size Codes
National Retail Federation
202-783-7971
www.nrf.com

VICS Floor Ready Guidelines
Voluntary Interindustry Commerce
Standards
609-620-4590
www.vics.org

EDICOM CORP.
www.edicomgroup.com
ccrawford@edicomgroup.com
212-889-1909

NEW VENDOR INFORMATION & 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.

New Vendor Forms – Fax completed forms to 212-391-3162

Merchandise Request Form I	Page 8
Merchandise Request Form II	Page 9
Floor Ready Form	Page 10
Vendor Return Information	Page 11
EDI Setup Forms - Vendor Profile	Located at partners.lordandtaylor.com

Questions about the forms? Contact Quincy Francis – quincy_francis@lordandtaylor.com

- ❑ 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.
 - [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 Gail Beebe, gail_beebe@lordandtaylor.com or 570-821-6394.

**FAX COMPLETED FORMS TO:
QUINCY FRANCIS – 212-391-3162**

MERCHANDISE REQUEST FORM I

Fax completed form to: (212) 391.3162

ADD: NEW VENDOR CHANGE: New Vendor Specify NEW DEPT/MFG ADDRESS **ITEMS THAT MUST BE ATTACHED TO THIS FORM*******

1. A VOIDED VENDOR INVOICE WITH INFO BELOW PRINTED ON IT (NAME, ADDRESS, DUNS, ETC)
2. VENDOR RETURN INFORMATION FORM
3. A VENDOR LETTER STATING PAYMENT TERMS (DISCOUNT, ETC)

****FAILURE TO ATTACH ANY OF THESE FORMS WILL RESULT IN VENDOR NOT BEING ADDED TO VENDOR MASTER FILE UNTIL ALL REQUIREMENTS ARE MET

VENDOR NAME INFORMATION

VENDOR NAME:
PARENT COMPANY:
LABEL NAME:

VENDOR RFS INFORMATION

DEPT #:
MFG#:
DUNS#:

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).

FACTOR INFORMATION

IS VENDOR FACTORED: YES NO
FACTOR NAME:
FACTOR DUNS #:

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.

VENDOR ADDRESS INFORMATION
(ALL BOXES MUST BE FILLED OUT COMPLETELY EVEN IF THEY ARE DUPLICATE)

CORRESPOND TO:
ADDRESS:
CITY: STATE: ZIP:
PHONE:

The Correspond To address is used by Lord & Taylor to return Vendor's Correspondence back to Vendor, send details of RTV shipments, etc. It is imperative that Vendor notifies Lord & Taylor in writing if this address changes.

PAY TO:
ADDRESS:
CITY: STATE: ZIP:

SHIP FROM:
ADDRESS:
CITY: STATE: ZIP:
PHONE:

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.

MERCHANDISE REQUEST FORM II

Fax completed form to: (212) 391.3162

**ORDER FROM:
ADDRESS:****CITY: STATE: ZIP:
PHONE:****RETURN TO VENDOR (RTV):
ADDRESS:****CITY: STATE: ZIP:***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.***DISCOUNT TERMS:****Percent:****Days:****EOM:** Yes No**Net Days:** **EOM:** Yes No**FREIGHT TERMS:****L & T PAYS** **VENDOR PAYS** **FOB:**

(Must be City, State, and Zip Code)

If not paying to the PA facility, shipments from NYC, Long Island, Westchester or NJ must be prepaid to the consolidator (NEW DEAL). California shipments must be prepaid to the Los Angeles consolidator (CTE).*Discount Terms are agreed upon with your Merchant. Please attach a letter on your company letterhead stating agreed upon terms.**Freight Terms are agreed upon with your Merchant. 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**

Does vendor qualify as a minority owned business? (Y/N) If yes, what type?

Does vendor qualify as a woman owned business? (Y/N)

IF THE ANSWER TO EITHER QUESTION IS YES; YOU MUST ATTACH A CERTIFICATE OR LETTER**CERTIFYING THE ABOVE AS TRUE***This field is 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.***VENDOR CONTACTS:**

(PLEASE COMPLETE BELOW)

EDI:**PHONE #****EMAIL****DISTRIBUTION:****PHONE #****EMAIL****SALES:****PHONE #****EMAIL****CREDIT:****PHONE #****EMAIL****SIGNATURES:****SUBMITTED BY:****DATE:****DMM APPROVAL:****DATE:****GMM APPROVAL:****DATE:****AP APPROVAL:****DATE:****MIS APPROVAL:****DATE:****ENTERED INTO RFS:****DATE:****AP VERIFICATION:****DATE:**

1. Vendors must ticket all merchandise prior to shipping Lord & Taylor. The ticket must include the Lord & Taylor retail price or and approved manufacturer's retail price, except in the following areas:
 - Shoes
 - Treatments
2. The Lord & Taylor Vendor Manual located at partners.lordandtaylor.com provides detailed ticketing information.
3. Non-compliance may result in an expense-offset charge.

Vendor Information:

ARE YOU A GTIN VENDOR?

- Yes
- No

*If NO, refer to # 3 above.

VENDOR DUNS # _____

VENDOR NAME _____

Date _____ **Vendor Name** _____
Department # _____ **Vendor Duns #** _____
LT Buyer Name _____
Tel. Ext. _____

Will vendor accept returns on damaged goods?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Customer did not want.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Merchandise is ripped, torn or worn.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Missing button, missing piece.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Zipper is broken, zipper is not working properly	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Stained, dirty or blood	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Improper fit	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Not Lord & Taylor merchandise	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Will vendor accept merchandise after 90 days from receipt?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Is Vendor label required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you have a minimum quantity to be returned?				
If yes, what is your minimum? _____	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

VENDOR INFORMATION - Contacts for Return Authorizations

Address line 1 _____
 Address line 2 _____
 City _____
 State _____
 Zip _____
 Contact Name _____
 Phone # _____
 Fax # _____
 E-Mail Address: _____

Special Instructions or exceptions for _____
 returning damaged goods, e.g. no _____
 mismates, no ink damages, etc. _____

This information will be kept on file for processing damaged goods.

FLOOR READY REQUIREMENTS

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 clear VICS approved hanger inserted in the garment. Merchandise shipments not received floor ready will be assessed an expense offset charge.

<ul style="list-style-type: none"> • 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). 	TICKET REQUIREMENTS
<ul style="list-style-type: none"> • Use VICS clear hangers on merchandise that is displayed hanging in the stores. 	HANGER REQUIREMENTS
<ul style="list-style-type: none"> • All vendor’s need to be EDI compliant • Required EDI documents <ol style="list-style-type: none"> 1. 850 Electronic Purchase Order or 855 Purchase Order (Vendor Generated) Acknowledgment. 2. Accurate carton level EDI Advance Ship Notice/Manifest (856). Use the “scan and pack” method to create your ASN. 3. UCC-128 Shipping Container label related to a valid ASN. 4. 997 Functional Acknowledgment. 5. 810 Electronic Invoice 	EDI REQUIREMENTS
<ul style="list-style-type: none"> • Read the Routing Carrier Guide 	Located at partners.lordandtaylor.com

**PACKING REQUIREMENTS:
SHIP ALL MERCHANDISE IN A CONDITION READY FOR
IMMEDIATE PLACEMENT ON OUR SELLING FLOORS.**

Carton Shipments:

- Pack merchandise with a minimum amount of packing material.
- Any extraneous materials not used in the presentation of merchandise should not be used, including NON CLEAR VICS hangers; a **minimum of one sheet of tissue is allowed and no cardboard.**
- **DO NOT USE:**
**PINS, CLIPS, STAPLES, TAPE, POLYSTYROFOAM PEANUTS FOR PACKING
SIZE TAB INDICATORS (on adult apparel)
REMOVABLE FOAM INSERTS ON HANGERS
BANDS, STRAPS, STRINGS OR ANY OTHER MATERIAL TO SEAL CARTONS**
- Pack one purchase order and one branch store destination in each carton.
- **Cover GOH 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.
- **MASTERPACKING:** 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 listed the purchase order and the stores contained therein.
- **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	5lbs	70lbs

- Under size carton shipping will need to be verified by sending an email to Traffic.LT@lordandtaylor.com.
- **GOH (Garment on Hanger) Shipments:**
- GOH, if approved by Lord & Taylor, must be shipped on clear VICS hangers and separated by purchase order and store. Load right to left, top to bottom, if possible, within a store/purchase order group, use rubber bands around the hanger to secure up to 10 pieces.
- Affix each store's UCC-128 carton label (or non-ASN carton label) to colored plastic envelope containing the store's packing list, hung over the hanger of the lead garment for each store within the purchase order. Do not affix the UCC-128 carton label (or non-ASN carton label) to the disposable poly bag covering the garment. (The lead garment in GOH shipments is the first garment unloaded from the trailer when it arrives at the distribution center).

PACKING REQUIREMENTS

Packing Slips

- Ship, pack, and invoice by store.
- Consolidate packing slips on the outside of the lead carton for each branch store.
- Small package shipments (FedEx Ground or UPS) should have a packing slip for each carton.
- The packing slip should not be used as a carton-shipping label.
- The following information is required on the packing slips. Missing information could result in an expense-offset charge.

Packing Slip Sample					
Vendor Name Address Phone Number			Purchase Order Number Department Number		
Ship To: Lord & Taylor (Store Number) 250 Highland Park Blvd Wilkes-Barre, PA 18702			Bill To: Store Name Store Number		
GTIN # (UPC #)	Shipped Qty	Style #	Description	Color/Size	Price
	1	12345	Sample	Blue/6	\$10.00
	0	12346	Sample	Red/7	\$10.00
	1			Total amount	\$20.00
Total Ctns	1				

LORD & TAYLOR STORE INFORMATION**UPDATED JULY 15, 2009****SHIP TO ADDRESS:**

**LORD & TAYLOR
DC # 0082
250 HIGHLAND PARK BLVD.
WILKES-BARRE, PA 18702**

SEND INVOICES TO:

**LORD & TAYLOR
ATTN: INVOICE MGR
250 HIGHLAND PARK BLVD.
WILKES-BARRE, PA 18702**

STORE #	STORE NAME	STORE ABBR.	DC #
0001	NEW YORK- DT	NYC	0082
0002	MANHASSET	MAN	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	LAKESIDE	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
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	OKR	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
0070	SYRACUSE	SYR	0082
0073	WOODFIELD	NWD	0082
0074	ROCHESTER	RCH	0082
0075	KING OF PRUSSIA	KOP	0082
0100	COLUMBIA	COL	0082
0106	MOORESTOWN	MOR	0082
0131	PULL STOCK	PUL	0082
0199	INTERNET	INT	0082

Vendors must mark all merchandise with a GTIN or EAN industry standard, quality, scannable 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, on page 7, of this document.
- Acceptable retail price formats include:
\$80.00
Suggested Retail \$80.00
2 for \$9.99
MSRP \$80.00
- **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 for approval.

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.

GTIN Requirements

- Ensure the barcode you produce is scannable 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
- **Note: To trade GTIN's all vendors must subscribe to Inovis**
- GTIN numbers must be assigned at the product ID/color/size level.
- 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 or 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 100 GTIN's annually may provide an updated GTIN catalogue in a mutually agreed upon method.
- 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.

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

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
Must **not exceed 14 digits (12 digit number and 2 leading "0")**.
- 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, 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.

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.

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.

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”.

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.

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.

Additional Required Data Elements (If Applicable)

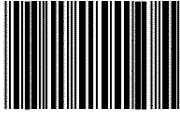
- Trade Name (Label / Brand)
- Hazardous Material Class
- Manufacturer’s Pack Size
- Minimum/Maximum Order Quantities
- Availability Date
- Country of Origin (Manufacturing)

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.

Example of Ticket Format by Zone

Please Note: Example is NOT to Scale

ZONE 1	○ VENDOR NAME
ZONE 2	STYLE COLOR VT7200N RED
ZONE 3	
ZONE 4	090688116797
ZONE 5	SIZE L
ZONE 6	[Dashed Box]
ZONE 7	\$38.00

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

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	Jacket/Pant or Skirt - Refer to above *Joker ticket on all pieces within the set identifying style, size.
Intimate Apparel	Camisoles, Teddies, Sleepwear and Loungewear Tops	Inside left sleeve cuff seam
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	Belts	Temporarily sewn to back side of buckle
	Handbags	Affix to strap
	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	Affix to item

Boxed Merchandise

All Types of Boxed Merchandise	<p>GTIN must be marked on a normally exposed side. In order of priority relative to main display panel: Right side panel Top panel Back panel (only if right side and top do not provide adequate space)</p> <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 scannable</p>
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HANGER REQUIREMENTS

SHIP ALL MERCHANDISE DISPLAYED HANGING ON OUR SELLING FLOORS WITH AN APPROVED CLEAR VICS HANGER. APPROVED HANGERS ARE LISTED ON PAGE

Hanging Merchandise Requirements:

- Ship all adult apparel on clear, 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:



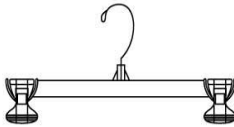


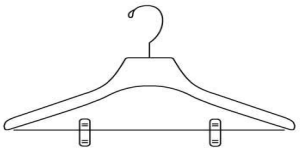
- Full foam covers on top hangers; foam (mini covers) that are visible for sleeveless garments.
- Loose foam or fabric swatches on bottom hangers. Use hanger 6212 to prevent fabric damage.
- Size indicators.

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.


Lord & Taylor's Floor Ready Hanger Program


Lord & Taylor requires full hanger compliance with all VICS hanger standards. All merchandise displayed hanging on our selling floors, must be shipped on a clear VICS Floor Ready Hanger. Using hangers that do not comply with these standards are subject to expense-offset charges. Questions should be directed to Gail Beebe at Gail_Beebe@LordandTaylor.com.

Family of Business / Examples	Hanger Description	Hanger Style	Hanger Style
TOP (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	
Optional for Knitwear / Sweaters	19" Top	579	
	17" Top	584	
	15" Top	585	
BOTTOM (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	
	Bottom hangers are available with clear "rubberized / crease-free padding to prevent garment damage if necessary. (6208, 6210, 6212, 6214)	14" Bottom	6014
	12" Bottom	6012	
Heavy Bottoms should use style 7008, 7010, 7012, 7014	14" Bottom	7014	
	12" Bottom	7012	
JACKETS (optional alternate to style #484) Women's Jacket, Heavy Robes, and all other heavy Tops	19" Top	3319	
	17" Top	3328	
	15" Top	3315	
Women's Suits Women's, Juniors, Missy Suites	17" Suits	494	

Lord & Taylor's Floor Ready Hanger Program

COATS (use hanger size appropriate for product)	19" Coat	3320	
Outerwear Coats and Jackets	17" Coat	3329	
	15" Coat	3316	



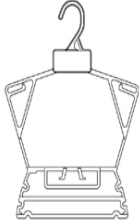
LEATHER COATS (Designed to prevent product damage, optional alternate to style # 3329, 3316, & 3320)			
Men's & Women's Leather Coats	19" Leather	3969	
	17" Leather	3957	
	15" Leather	3945	

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

Lord & Taylor's Floor Ready Hanger Program

Infants, Children's through Girls 6x, & Boys 7 separates:

Use white plastic molded hook hanger, with color sizer as outlined in VICS standard. No logos. All other children's sizes use appropriate clear hangers noted in top & bottom sections.

12" 9412 10" 9410 8" 9408 10" 6110 8" 6108	 	472 467 496 12" 495 10"	951 959 
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*** Use a combination of the top and bottom hangers for all 2 piece Men's, Woman's, & Children's (over Girls 6x / Boys 7) coordinates / sets, except suits. Clear plastic extenders may be used.

DO NOT USE SIZE INDICATORS ON HANGERS (except Infants / Children's, Men's Suits and Sportscoats)

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

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

Please refer to www.VICS.org for a complete VICS Floor Ready Merchandise guide.

ALL DEPARTMENT NUMBERS LISTED BELOW, REQUIRE MERCHANDISE TO BE SHIPPED ON A VICS CLEAR HANGER.

HANGER MATRIX

DEPT	DEPT	DEPT	DEPT	DEPT	DEPT	DEPT	DEPT	DEPT	DEPT
10	105	161	260	346	468	547	633	749	878
23	109	168	265	347	471	549	640	769	880
24	113	170	266	348	474	551	642	792	884
28	114	177	272	351	476	554	643	794	886
31	115	181	274	360	477	559	646	796	887
32	121	183	278	370	482	561	647	797	889
34	122	184	281	377	485	563	648	814	892
35	125	191	282	382	486	567	654	817	895
44	130	197	284	390	489	574	655	822	897
46	132	198	290	392	492	575	660	829	911
49	136	208	291	407	495	587	664	834	939
58	137	210	296	416	497	591	670	838	948
60	138	211	297	423	498	596	673	843	956
66	139	220	302	424	506	597	675	848	972
70	143	222	323	426	512	603	687	867	987
74	146	224	330	430	513	604	692	868	989
75	150	243	332	448	514	612	695	872	990
76	153	246	335	449	520	615	698	873	996
78	157	247	339	454	526	621	715	874	
83	159	256	340	456	534	626	717	875	
85	160	258	344	455	545	629	739	877	

*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 to Lord & Taylor on a clear VICS hanger, inserted into each garment.

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 BECOMING EDI COMPLIANT?

Contact DiCentral at <http://www.dicentral.com/>.
sales@dicentral.com,
281-480-1121 option 4.

Contact Quincy Francis, 212-391-3170 or [Quincy Francis@lordandtaylor.com](mailto:Quincy_Francis@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/>**

New Vendors

- Prior to EDI setup,
 - Complete the new vendor forms and fax them to: 212.391.3170.
 - Complete the on line [Vendor Profile](#) form located on the 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, 281-480-1121 option 4.
 - GXS Global, <http://www.gxsolc.com/>
 - Note: Lord & Taylor only trades GTIN's through Inovis
 - 1 EDI Source, <http://www.ledisource.com>, sales@edisource.com, 877-334-9650
- Lord & Taylor's Translator level testing of the 856-Advance Ship Notice and 810-Electronic Invoice documents and the UCC-128 carton label is available with:
 - GXS Net Community Manager (NCM) 800-334-5669, Option 1
 - DICentral, <http://www.dicentral.com/>, sales@dicentral.com, 281-480-1121 option 4.
 - L&T MIS Quincy Francis 212.391.3170 Quincy_Francis@lordandtaylor.com
 - 1 EDI Source, <http://www.ledisource.com>, sales@edisource.com, 877-334-9650

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 and the UCC-128 carton label is available with:
 - GXS Net Community Manager (NCM) 800-334-5669, Option 1, OR
 - DICentral, <http://www.dicentral.com/>, sales@dicentral.com, 281-480-1121 option 4.
 - L&T EDI department call Quincy Francis at 212.391.3170 or Quincy_Francis@lordandtaylor.com
 - 1 EDI Source, <http://www.ledisource.com>, sales@edisource.com, 877-334-9650
- Upon completion of successful testing, you are required to rollout production EDI documents. Questions should be directed to Quincy Francis at 212.391.3170.
- All format changes made to a previously approved UCC-128 label must be resubmitted to Lord & Taylor EDI office for approval before using. Fax revised label to 212.391.3162, with written changes. Please provide your name, phone, fax number, and email address on any correspondence that you have faxed.

Existing Vendors

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

Attn: Accounts Payable
250 Highland Park Blvd
Wilkes-Barre, PA 18702

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. **Only rejected documents that have been corrected should be retransmitted.**

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
Lord & Taylor	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, DCentral and all other Interconnects:

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

ADVANCE SHIP NOTICE REQUIREMENTS – 856'S

An ASN is an electronic packing slip that allows us to upload receipt information into our main frame and eliminate data entry. When an ASN is transmitted to us in advance of the receipt of a shipment, we are able to verify “packing slip” information against our purchase order. Upon arrival of the 100% floor ready shipment, we are able to move it directly from our inbound dock, to our outbound delivery trucks, and to the selling floor to generate sales 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. ASN's received more than 24 hours after a shipment arrives at the Lord & Taylor Distribution Center is considered a late ASN.
- Transmit ASNs the same day for shipments leaving your dock on Friday. An expense offset will be assessed for a late ASN if the transmit is held until Monday in this situation.
- If no ASN is sent, consolidate packing slips on the outside of the lead carton for the branch store. Branch store number, purchase order number, department number, and store name need to be applied to each carton.
- Mail Paper Invoices to: Lord & Taylor
Mgr. Invoice Processing
250 Highland Park Blvd.
Wilkes-Barre, PA 18702
- 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. **Failure to transmit a corrected ASN may result in expense-offset charges.**

CARTON CONSOLIDATION INITIATIVE (CCI)

CCI allows for multiple POs within the same product group, branch store location and ship window to be shipped in one carton.

Benefits

- Achieves more vendor minimums - increases fill-rate on replenishment orders.
- Larger carton area for label placement - increases the number of conveyable cartons.
- Decreases the use of totes - reduces misdirects to stores.
- Reduces the use of 'less than full' cartons - results in less refuse.
- Decreases the number of cartons processed - reduces costs for Receiving and Transfer associates in DCs and stores.

Packing/Shipping/EDI Requirements

- Only one branch store location may be packed per carton.
- Purchase orders with latest start ship date; earliest cancel date that overlap may be combined.
- Multiple departments and multiple brands/labels may be shipped together as long as they belong to the same product group.
- All items in the carton will retain their original purchase order number.
- The UCC128 layout will remain the same.
- The ASN and shipping documents (freight bill and Manifest) will be modified to include and MSI' number.
- Freight bills should include all PO numbers for POD.

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, scannable condition and be printed smudge resistant. Expense offset charges may be assessed if the barcode is unscannable.
- 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.

Required UCC-128 Label Information

Zone	Description	Attribute
A	Vendor Name and Address	Mandatory
B	Lord & Taylor, 250 Highland Park Blvd. Wilkes Barre, PA 18702	Mandatory
C	Do not use <i>Ship-to Postal Barcode</i> in this zone interfere with the scanning sortation systems; causing the carton to reject and expense offset charges may be assessed.	Conditional
D	Carrier Name, Bill of Lading Number	Conditional
E/F	Purchase order Number and Department Number	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 <u>must</u> be at least <u>24-point font size</u> , and a <u>4-digit left zero filled number</u> . Refer to the Store to DC Listings tab for the list of Branch Store Names (or 2 character abbreviations), 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


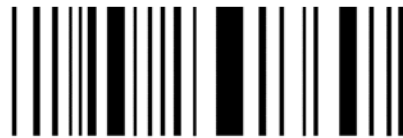
- Only the UCC/EAN-128 label should appear on the cartons.
- This is the minimum information required on all UCC/EAN-128 labels. Any additional text information is acceptable if it does NOT interfere with scanning sortation systems and has been approved by Lord & Taylor.
- Additional information on barcode and UCC/EAN-128 label symbology is available at: www.gs1us.org.
- Questions pertaining to barcode symbology, contact Laura Redman at the Stratix Corporation, 770-582-4203 or laura.redman@stratixcorp.com.
- All format changes made to a previously approved UCC-128 label must be resubmitted to Lord & Taylor EDI office for approval before using. Fax revised label to 212.391.3162, with written changes. Please provide your name, phone, fax number, and email address on any correspondence that you have faxed.

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.
- As an alternative to overlapping the label on cartons less than 7 ½ “ in height you
- 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.
- For GOH shipments, affix the UCC-128 label to colored media hung over the hanger of the lead garment for each store within the PO (e.g., affix the label to colored media such as plastic envelope, cardboard, card stock, etc.). Do not affix the UCC-128 label to the disposable poly-bag covering the garment. (The lead garment in GOH shipments is the first garment unloaded from the trailer when it arrives at the distribution center).
- 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 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.

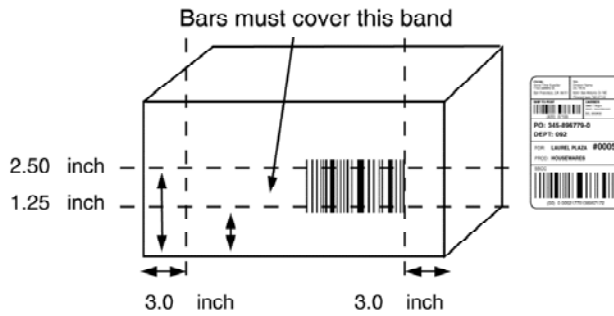
UCC-128 LABEL PLACEMENT (continued)

Acceptable UCC-128 Label Format Example (Vertical)

ZONE A	FROM: Good Time Supplier 1155 Battery St. San Francisco, CA 94111	TO: Lord & Taylor DC 250 Highland Park Blvd. Wilkes-Barre, PA 18702	ZONE B
ZONE C	SHIP TO POST  (420) 87109	CARRIER Best Freight PRO: 2895769880 B/L: 853930	ZONE D
ZONE E/F	PO: 00589677 DEPT: 96		
ZONE H	FOR: WESTCHESTER #0003 PROD: MEN'S FURNISHINGS		
ZONE I	SSCC  (00) 0 00521775138957172		

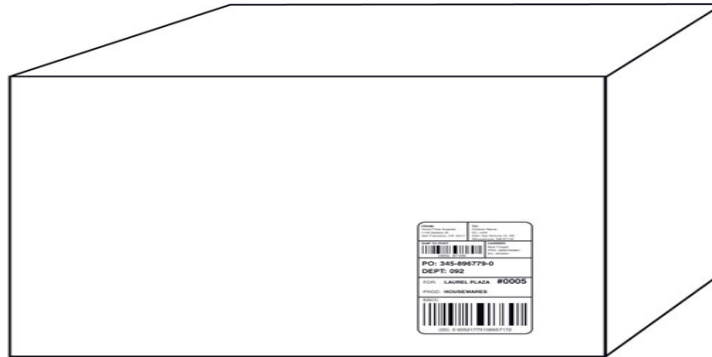
SSCC bar codes used for automatic sortation. Do not apply Zone G.
 Final Destination Code - Ship For Number or Mark For Number bar codes.

Acceptable UCC-128 Label Placement



VERTICAL FORMAT (continued)

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 are 7½” in height or above.

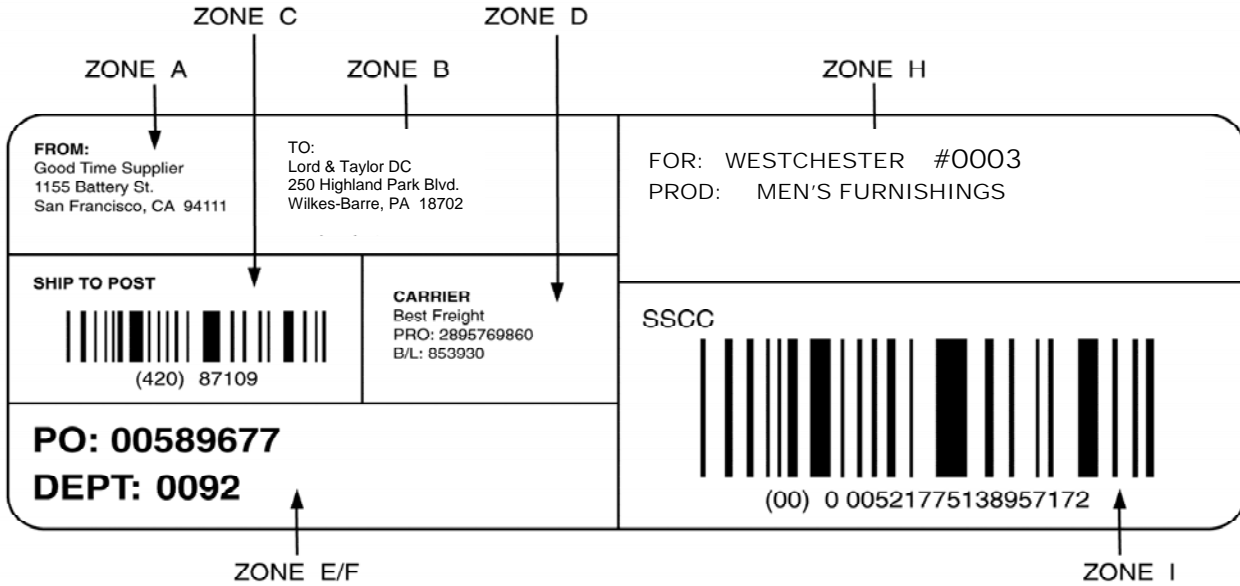


Option 2: **Overlapped vertical label placement.** Labels must be placed on the longest side of the carton, 3“ from the vertical edge and 1¼” from the bottom of the carton. The barcode must not be folded. To be applied to cartons that are less than 7½” in height.



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 are less than 7½” in height. Specifications for 3“ from the vertical edge and 1¼” from the bottom of the carton does not apply for this placement.

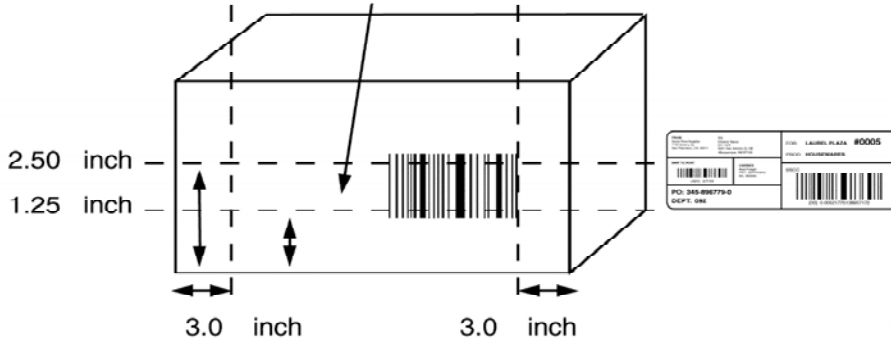
Acceptable UCC-128 Label Format Example (Horizontal)



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



EXAMPLE OF A non-EDI CARTON LABEL

The following form is a template to be used temporarily while a non-EDI vendor is working to become EDI compliant.
*After 60 days, non-compliance may result in expense-offset charges.

→
This area should read exactly
this way:

→
Store Name & Number
should be *at least* 24 pt. font

<p>From: Vendor Name Address</p>
<p>To: Lord & Taylor DC #82 250 Highland Park Blvd. Wilkes-Barre, PA 18702</p>
<p>For: Store #0001 NY PO # 6556803 Dept. 381</p>

PRODUCT GROUP LIST FOR UCC-128 LABEL

The following list of product group names are 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.

<u>PRODUCT GROUP NAME</u>	<u>MERCHANDISE CONTENT DESCRIPTION</u>
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	China, glassware, silverware, candles, and gifts
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

GUIDELINES FOR COMMUNICATION AND CORRESPONDENCE EXPENSE OFFSET CHARGES

**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 Lord
& Taylor Vendor Relations Office.**

VENDOR RELATIONS GUIDELINES FOR COMMUNICATIONS 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.

We have assigned your account to a Vendor Relations Account Representative using the first letter of your parent company's name. Should your account information ever change, please notify your account representative immediately to ensure proper handling of your account. Below is a list of our Account Representatives and the vendor letters they handle.

Account Representative	Vendor Accounts Assignment	Phone Number	
Melissa Jamieson	A, D,E,F,G, H,I, J, K,P, R, S,	Rosenthal & Rosenthal-,Heller Financial HSBC Financial	(570) 970 6100- ext.2
Racheal Seniuk	B,C,L,M,N,O,Q,T,U,V,W,X,Y,Z	Milberg Factors , Century Factors	(570) 970-6100-ext3
Rachel Drozd	Jones Apparel. Liz Claiborne, Polo, Cosmetics		(570)-821-6451

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.

The structure of the department is designed to give each vendor special attention each month. Failure to comply with our guidelines for correspondence and communication will slow down the research of everyone's disputes. If your correspondence is not submitted as requested, we will accumulate your correspondence and only send a reply once each month. Consistent lack of compliance with these instructions may result in a handling charge to cover the additional cost incurred in processing your correspondence.

As always, it is our desire to serve our Vendors in the most efficient and professional manner possible. If you have a question and problem regarding these instructions, feel free to contact us and we will discuss them with you individually.

VENDOR RELATIONS GUIDELINES FOR COMMUNICATIONS AND CORRESPONDENCE

Website address- Partners.LordandTaylor.com

. This site provides the following informations:

_ Invoice Payment Status

_ Check Information

_ Account Balances

_ Request claim copy

Telephone Hours - We are available Monday ,Tuesday, and Thursday, 9:00 AM - 11:00 AM and 1:30 PM – 3:30 PM Eastern Standard Time. This will allow you to speak to the representative assigned to your account. We kindly ask that you use this time to follow up on open correspondence or to obtain information not accessible through the website.

Correspondence - ***We do not and will not accept correspondence via the Fax or email.*** All issues must be submitted in writing to Vendor Relations, 250 Highland Park Blvd., Wilkes Barre, PA 18702

Invoices - Please include a copy of your statement along with copies of invoices that are 30 days or more past due for our research. ***Please use our website to ensure that you have posted all of our checks before submitting items for research.*** We will only research one invoice/statement package from your company each month.

Copy Requests - We send copies to support all deductions taken from our checks to your company within 10 days of printing the check. For example, deductions made on our 06/01/2009 check will be mailed by 06/11/2006. The copies are sent via email to the appropriate contact person . The copies will come in the form of our CCN report. This lists all deductions by type, to the detail level on a specific check. If a vendor consistently requests duplicate copies, we will find it necessary to assess a charge to defray the costs of supplying information multiple times. See attached for example of CCN report.

****Claim Dispute** - We require that you accumulate all claim disputes through a specific period, e.g., monthly, quarterly, semi-annually, or annually. Your initial package should include all open disputes. We will perform our research and contact you to bring all issues through this period to a close, either via a conference call or a meeting. This will bring our account to a current status. Going forward, we will set a mutually agreed upon schedule for your company to submit disputes and once again call/meet to close this period. Our objective is to keep all issues current. Please understand that once we close a period, we will require a sign-off by your company and neither side will be able to reopen this period.

****Failure to comply will result in the assessment of a \$500 handling fee. Please submit no more than one correspondence letter per month.**

LORD & TAYLOR EXPENSE OFFSET CHARGES

All Communications regarding expense-offset charges MUST be handled through the Lord & Taylor Vendor Relations Office.

FLOOR READY

Compliance Issue	Comments	Expense Offset-Minimum \$250
No VICS hanger-GOH or Carton Packed	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 clear VICS hanger -Incorrect VICS hangers -Hanger not inserted in garment	\$25.00 per PO plus .50 per unit
No UPC Ticket	All merchandise requires UPC marking. -Missing or poor quality industry standard UPC ticket -Merchandise ticketed with wrong UPC	\$25.00 per PO plus .50 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 Retail Price Marking	Retail price marking is required in all areas except shoes, and cosmetics. -Incorrect or missing retail	\$25.00 per PO plus .50 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

ASN-EDI

Compliance Issue	Comments	Expense Offset-Minimum \$250
Late ASN	ASN received more than 24 hours after actual ship date.	\$10.00 per carton
No Carton Level ASN	-No ASN available at time of receipt -Shipment level ASN missing carton details	\$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	\$100.00 per PO \$250.00 per incident
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

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	\$10.00 per carton

PACKING SLIP / PAPER INVOICES

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

Compliance Issue	Comments	Expense Offset- Minimum \$250
Missing / Unusable/ Inaccurate Information	-Packing slip not received for all doors in shipment -Packing slip incomplete-pages missing -Not consolidated on lead carton	\$7.50 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

SHIPMENT

Compliance Issue	Comments	Expense Offset- Minimum \$250
Shipped Early	Shipped by vendors indicated by carrier pick up 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, after the "do not ship after" date specified on the purchase order.	\$50.00 plus 50% of cost price of shipment
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

RETURN TO VENDOR

Compliance Issue	Comments	Expense Offset- Minimum \$250
Vendor Returns	Damaged / defective merchandise	7% plus transportation cost

OTHERS

(Assessed only if vendor request additional copy of claim)

Compliance Issue	Comments	Expense Offset- Minimum \$250
Claim Copy Request	Excessive claim copy request	\$5.00 per claim copy

EXPENSE OFFSET CHARGES (continued)

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>\$60.00 plus full freight</p> <p>\$60.00 plus full freight</p> <p>\$60.00 plus full freight</p> <p>\$25. per receipt plus \$0.50 per carton</p>
Freight shipped collect on back order	Failure to prepay freight on back orders	\$60.00 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 dock letter on BOL</p> <p>Missing Maintain Shipment & PO Sequence on BOL</p>	<p>\$60.00 plus full freight</p> <p>\$60.00 plus full freight</p> <p>\$60.00 plus full freight</p> <p>\$140 + \$60 handling</p>
Vendor Fault Accessorial's	<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"> - Sort and segregate - Detention - Driver load or count - Truck ordered, not used 	Charges + \$60 handling
Allowances	Allowances are not violations, but allowances set by Lord & Taylor policy or are the result of agreements.	Freight charge only.

FREQUENTLY ASKED QUESTIONS

Q. I am a new vendor for Lord & Taylor. How do I get started? What documents do I have to provide through EDI?

- A. The Vendor Standards Manual will have all the information needed to begin our partnership. The Vendor Profile Form will need to be completed on line. There are 5 forms located in the Vendor Manual that will need to be completed and faxed to 212.391.3162: Please remember to fax a copy of a GTIN ticket and an example of your UCC128 label to 212.391.3162 for approval. Lord & Taylor requires Advance Shipment Notices (856) and Electronic Invoices (810). 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.

Q. What VAN should I use to trade EDI documents with Lord & Taylor?

- A. 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, 877.446.6847, www.inovis.com and GXS Global, 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.

Q. How do I test EDI documents with Lord & Taylor?

- A. To test compliance of your VICS 4030 documents. For a nominal fee, you may elect to use one of the following:

GXS Global Exchange Services	www.gxsolc.com	800.334.5669, Option 3
Inovis Data Exchange Network Services	www.inovis.com	877.446.6847
DI Central Corporation	http://www.dicentral.com sales@dicentral.com	281-480-1121 Option 4
Lord & Taylor's EDI office	Quincy_Francis@lordandtaylor.com	212.391.3170

If you send VICS 4030 version documents to Lord & Taylor, our translator will send you a 997 – Functional Acknowledgement relaying the status of your data.

Q. I am not ready to do EDI. What do I do?

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

GXS Global Exchange Services	www.gxsolc.com	800.334.5669, Option 3
Inovis Data Exchange Network Services	www.inovis.com	877.446.6847
1 EDI Source	www.1edisource.com sales@edisource.com	877-334-9650
DI Central Corporation	http://www.dicentral.com sales@dicentral.com	281-480-1121 Option 4

Q. 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 and need to get an exemption for the 856 and 810. What should I do?

- A. Although we prefer to complete all testing prior to the first shipment, the Vendor Relations Manager can grant a grace period to new vendors to complete EDI testing. Send an e-mail to Lucy_Tulao@lordandtaylor.com to request a grace period. The grace period begins with the first start ship date and spans the first three months of shipments. Shipments after this time must be accompanied by the appropriate EDI documents or will be subject to handling offset charges.

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

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

Q. 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?

- A. Lord and 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 web site at www.uc-council.org. This web site is also a good source of information regarding document standards.

FREQUENTLY ASKED QUESTIONS (continued)

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

A. 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>.

Q. I received an offset charge who do I contact to discuss this?

Below is a list of our Account Representatives and the vendor letters they handle.

Account Representative	Vendor Accounts Assignment		Phone Number
Melissa Jamieson	A, D, E, F, G, H, I, J, K, P, R, S,	Rosenthal & Rosenthal, Heller Financial, HSBC Financial	(570) 970 6100-ext.2
Racheal Seniuk	B, C, L, M, N, O, Q, T, U, V, W, X, Y, Z	Milberg Factors, Century Factors	(570) 970-6100-ext.3
Rachel Drozd	Jones Apparel. Liz Claiborne, Polo, Cosmetics		(570)-821-6451

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

A. Contact the Lord & Taylor buyer to ensure that the purchase order was actually sent. For assistance contact Quincy Francis, Edi Analyst at 212.391.3170 or Quincy_Francis@lordandtaylor.com.

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

A. You must contact the Uniform Code Council to obtain GTIN blocks. Please refer to their web site www.uc-council.org.

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

A. Please contact Inovis Catalogue 877.446.6847, www.inovis.com.

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

A. New Vendor's UCC-128 carton label approval is included in the 856/810 EDI document testing conducted with either of the following:

GXS Global Exchange Services
DI Central Corporation

www.gxsolc.com
<http://www.dicentral.com>
sales@dicentral.com

281-480-1121 Option 4

When testing is complete, the service provider will forward the approved UCC-128 label to Lord & Taylor. A copy of the label will be kept on file. All UCC-128 carton labels must be faxed to 212 391 3162 for approval.

Label format and placement requirements are available on pages 43 – 47, in this document. If you have questions, please contact Quincy Francis at 212.391.3170 or Quincy_Francis@lordandtaylor.com. Once a label is approved, any subsequent changes must be reviewed and approved by the Lord & Taylor's EDI staff prior to your using it to ship to Lord & Taylor. If you have made changes to your UCC-128 carton label, please fax an example of the new label to 212.391.3162.

FREQUENTLY ASKED QUESTIONS (continued)

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

A. 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.
Floor Ready.

Q. Who should I contact to approve my GTIN retail ticket?

A. New vendors must have GTIN tickets approved by the Lord & Taylor EDI staff prior to their first shipment. Please fax a ticket sample Attention: Quincy Francis at 212.391.3162.

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

A. 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. [Selling Reports](#) [Accounts Payable Reports](#).

Q. What is a Security Administrator?

A. An associate within the vendors' company that will be responsible for setup of other associates' to access the vendor reports. That individual will provide each associate with a user ID and password.

Q. What is an FTP?

A. 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.

Q. Do I need an FTP to get reports?

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

Q. What are the Internet Email Policies?

A. 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?

A. 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

Helo 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.

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.

** Revisions to our Vendor Manual will be updated on the 15th of each month. It is the vendors responsibility to check our website each month for changes.

January 2, 2008

Section	Page	Description
All	All	Added red font 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: Traffic.LT@lordandtaylor.com
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.