

Drop Ship – Home Delivery Carriers

How do I know which Carrier I will be assigned?

Neiman Marcus Group Logistics assigns a delivery method for all items based on size, weight, packaging, item design, and damage history. Items too large for the FedEx network but that can easily be unpacked and handled by our customer are assigned Threshold delivery. Large items that require two men to deliver and place in customer's home are assigned White Glove delivery. **Our Logistics team will assign which carrier you will be working with during your account setup!**

When do I notify my Carrier that pickup is ready?

Vendor must call or email carrier 24 hours in advance of pickup. Pickup request must also include the planned number of shipments. This notification allows the carrier to schedule the driver's route accordingly. Call or Email the Carrier

When do I need to enter the Shipment details in DSCO?

As soon as you notify the carrier, the item is considered ready from your end – and should be marked as shipped in DSCO. **Use the Consumer Order Number, as passed on the PO, (ie. 23894937-1) as the tracking number in DSCO on the shipment.** This updates our systems and allows us to contact customers to schedule delivery. **All orders must be marked as SHIPPED by the day of carrier pickup.**

Do I need a Shipping Manifest? What about a Pack Slip?

Yes! A Shipping Manifest is required. See below for Shipping Manifest details. A Pack Slip must be attached to each carton.

What do I need to include on my Shipping Manifest?

Shipping Manifest must be presented to carrier, at time of pickup. Shipping Manifest must include a) Vendor Name & Address, b) List of Consumer Order Numbers* being shipped, and c) Number of cartons being picked up.

**Consumer Order Number, as passed on the DSCO PO (ie. 23894937-1). This number should be entered as the "Shipment Number". All Home Delivery Carriers have the ability to accept this number.*

Correct Example using Consumer Order Number:



The image shows a screenshot of a shipping manifest form. There are two input fields, each with a yellow highlight above it. The first field is labeled "Shipper Reference Number:" and contains the text "23894937-1". The second field is labeled "Consignee Reference Number:" and also contains the text "23894937-1". Both fields have a vertical scrollbar on the right side.

What happens next?

The Shipment Notification, entered by Vendor, triggers notification to Neiman Marcus Group. NMG will then upload and consolidate shipments to the individual carriers and allows us to contact customers to schedule delivery. The upload provided to the carriers includes all needed customer information (name, address, phone number, product description, item weights and dimensions). Once this upload is completed, the Pro(BOL) number label is applied to the carton at the carrier hub and the routing and movement of the package starts that evening.

To Schedule Package Pickup:

Sun Delivery

Call 866-786-5492 - Ask for Local Pick Ups

localpickups@sundeliveryllc.com

routedpickups@sundeliveryllc.com

*Local pickups should be used for orders that need to be picked up and are located within 70 miles of

Thomasville, NC, Mira Loma, CA, and Dallas, TX.

*Routed pickups should be used for all other orders outside of the 70 mile radius.

CoPilot

See CoPilot User Manual

What if I still have Home Delivery Carrier questions?

NMG contacts:

- Sheri Washington - 972-401-6700
Sheri_Washington@neimanmarcus.com
- Kim Lewis - 972-401-6939
Kim_Lewis@neimanmarcus.com

- General Drop Ship Inquiries: DropShip@NeimanMarcus.com