

Dear Valued Brand Partner-

Neiman Marcus strives to provide our customers with the very best shopping experience. With the rapid growth and success of our Drop Ship Program, Neiman Marcus will be implementing Compliance Standards and Violation Charges. This is in effort to achieve *Excellent Customer Service* and reinforce Drop Ship Program Requirements.

Beginning **October 15th**, an order will be issued a compliance charge if the order **DOES NOT** meet the Drop Ship Program Requirements:

1. All orders must ship and show as shipped in DSCO by SHIP BY Date stated on the order. Any order shipped **LATE** will be issued a charge.
2. Can only adjust the SHIP BY Date ONE Time. If Ship By Date is adjusted **more than once**, order will be issued a charge.

Currently these are all the charges that will be assessed:

Description of Charges:
LATE SHIP
MULTIPLE SHIP DATES
FURNITURE/RUG EARLY NO NOTIFICATION
PACKING LIST RECEIVED AFTER 48 HOURS
INAPPROPRIATE SUBMISSION OF PACKING LIST
NO TICKET NUMBER
INACCURATE PACKING SLIP INFORMATION
WRONG MERCHANDISE
SUPPLIER ERROR
OVERAGE
ORDER SHIPPED INCOMPLETE
ORDER SHIPPED AFTER CONFIRMATION/CANCELLED
MISROUTE
INCORRECT TRACKING
NO ASSEMBLY INSTRUCTIONS INCLUDED
POOR PACKAGING
NO FIBER CONTENT OR CARE LABEL
NO COUNTRY OF ORIGIN
FAILURE TO RESPOND TO COMMUNICATION WITHIN 48 BUS. HRs

Compliance violation charges will be issued per PO @ Order cost:

- Charge of \$25 for Order Cost less than \$300
- Charge of \$150 for Order Cost greater than \$300

You will also begin receiving notification from Traverse (3rd party compliance system) to prompt you to create a login to be able to view the chargebacks. If you need any assistance with **set up** please reach out to NMD DropShip Vendor Compliance@neimanmarcus.com

You can also reference list of Compliance Violation Charges on www.nmgops.com.

We are dedicated to ensuring that our brand partners meet our standards from an operational and customer experience. We understand that this is a collaborative partnership and your success is an integral part of our success.

For questions and concerns, please contact 866-825-8000 or email nmd_ds_vendor_contacts@neimanmarcus.com

