



Bedding Quality and Packaging Standards Manual

bloomingdale's

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**BEDDING PACKING AND QUALITY STANDARDS MANUAL
CONTENTS**

INTRODUCTION	3
BEDDING QUALITY STANDARDS	4
PRODUCT IDENTIFICATION	4
OUTER WRAP PRODUCT IDENTIFICATION	5
PACKAGING STANDARDS	5
OPERATING STANDARDS	6
EXPENSE DEDUCTIONS	6
BEDDING DIVISION CONTACTS	7

Introduction

This **Bedding Packing and Quality Standards Manual** applies to all **Macy's and Bloomingdale's Vendors** of bedding tracked on our Big Ticket Reservation and Delivery System (RDS) (Bedding). It is essential that all such vendors be compliant with this manual and all other applicable Macy's Vendor Standards (especially with respect to technology), which are posted at macysnet.com. Consistent vendor compliance, together with the cooperation of delivery services and personnel staffing stores, other facilities and customer service operations personnel (including vendor service personnel), is necessary to achieve our mutual goal of consistently offering, selling and delivering products and services that our customers perceive to be of superior value. Our Bedding vendors are responsible for maintaining consistently high quality workmanship, supported by an effective inspection process that meets or exceeds the requirements presented in this manual, which were developed to assure that our customers receive quality products. Failure to comply may result in a charge for a liquidated amount, expense offset and/or administrative charge.

In addition to becoming familiar with and complying with these minimum standards, all Bedding vendors are encouraged to work with Macy's Home Store and Bloomingdale's merchants and the Vice President National Director of Quality (732/661-3029) to achieve consistently high quality product, packaging and customer service that supports the ongoing commitment of Macy's and Bloomingdale's to provide high quality merchandise and customer service, including our vendors' adherence to the following:

- Buyers are responsible for negotiating purchases based on the standards in this manual and what the buyer sees and approves is what we receive.
- Any costs that we incur due to a deviation from these requirements that was not approved by the appropriate buyer is to be reimbursed by the vendor, whether by offset or as Macy's or Bloomingdale's otherwise instructs
- Products are to be of consistently good quality, free of defects and must comply with all applicable Macy's Vendor Standards, including this manual
- Product is packaged and protected properly as per the Macy's Vendor Standards, including this manual
- Product must be loaded on clean properly prepared trucks or containers with care and properly protected so as to enable us to:
 - Receive
 - Locate
 - Pull
 - Deliver to our customers and open (removing the manufacturer's packaging) at the customer's home
- Warranties and all vendor obligations in respect of customers commence upon delivery to customer

Bedding Quality Standards

1. All product shipped to our facilities must meet or exceed current federal, state and any local legal requirements for Flame Retardancy.
2. Independent coil systems must be permanently encased, with coils individually pocketed, to ensure that each coil acts independently, without affecting other coils.
3. Coils need to be bonded for unitized construction to prevent coil shifting.
4. Continuous coil systems must fill all corners, with sufficient padding to prevent coils protruding through quilting.
5. Coils must be supported between the border rods for better support at the sidewalls.
6. Unitized upholstery is required to prevent lumping or shifting of upholstery materials.
7. No loose grid on the box springs.
8. No bent or loose steel span on box springs.
9. No misaligned corners on mattresses or box springs.
10. No bent border wires on mattresses or body depressions.
11. No dirty, torn or faded covers on box springs or mattresses.
12. Quilting or needle pattern must match on box springs and mattresses.
13. All vendors of pillow top bedding must construct pillow top to prevent shifting.
14. Binding construction on the pillow top must be even with binding on the mattress.
15. All stitching of binding and quilting must be secure to prevent seams or patterns from not pulling apart.
16. Where special arrangements are made regarding floor samples, each item must be handled in the appropriate manner as dictated by the applicable Division. Note that floor samples:
 - Are not eligible for drop ship direct to the stores
 - Must have a UCC128 label, with an ASN, distributed by store and with an accurate U.P.C.
 - Must be shipped to the appropriate DC according to the CURRENT Routing Guide posted on www.macysnet.com.

Product Identification on Product

- Your U.P.C. must be securely affixed to merchandise in a location near the law label but may not impair the legibility/readability of information on law label
- You must ensure that all labels comply with all current applicable laws and regulations
- In addition to U.P.C., the following product-related material also must be included as appropriate
 - Proper bedding law labels, attached in a manner that covers the fabric but will not damage fabric when removed

- Customer literature must be affixed so as to not to harm the Bedding
- Any special permanent identification on product exterior must be attached as specified and in a neat workmanlike manner (e.g., on a corner sash)
 - Any local tax stamps or exemption permit numbers required must be affixed to or printed on the law label

Product Identification on Outer Wrap/Carton Product

- The outer wrap must include your U.P.C. label, which must match the UPC on the merchandise
- U.P.C. and UCC128 labels must be securely affixed and located on the side panel and clearly show on at least one side all of the following:
 - Ship from (Vendor name and address)
 - Ship to (Division name c/o distribution center name and address with no abbreviations)
 - Example:
 - Macy's East c/o Raritan MLO Distribution Center #RF
 - 401 Clearview Rd, Building 2
 - Edison, NJ 08837
 - Purchase order number (use a minimum 20 point bold font)
 - Department number (use a minimum 20 point bold font)
 - FOB (Family of Business) description, which should be placed below "Mark for" and "Store Number" on the UCC format in 'Zone H' using a minimum 12-point bold font, 30-point bold font is recommended. The FOB description will be provided in the EDI 850 or see Appendix E of the Vendor Standards. Store number (Use minimum 30 point bold font) and store name (no abbreviations)
 - Human readable UCC-128 20 digit code and barcode when sending an EDI Ship Notice (856)
 - UPC number and barcode of each item in the carton (in Zone E of the UCC-128 if using UCC-128 labels) along with quantity of each UPC
 - Color and Cover number

Bedding Packaging Standards

1. Mattresses and box springs to be wrapped in 4 mil or higher plastic bags with a double boot at the bottom of the mattress and box spring.
2. Mattresses to have additional reinforcement of packing materials at the bottom.
3. King mattresses must have an extra boot or additional reinforcement at bottom of mattress and have cut out handholds included to facilitate handling and movement.
4. Latex, solid foam, visco-elastic mattresses must be packed in corrugated containers to maintain integrity of mattress during transportation to a Macy's Logistics facility.

Operating Standards

1. In order to meet customer delivery and service standards, furniture and bedding vendors will be assessed charges.
2. Macy's Logistics provides common documentation for all charges and deductions from each facility for review.
3. Charges will be systemically deducted and appear on checks as "DM WORKRM" for workroom charges and as "DM EXPOFF (1-9)" for packing and shipping errors.
4. If additional detail is needed, vendor's sales representative must schedule a meeting with the quality manager of the Facility for further review of the charges
5. The workroom charge and deduction policies are as follows, as specified below for:
 - Extension of purchase order ship and cancel dates due to vendor delivery delays
 - Late vendor shipments resulting in non-delivery to a customer, unless due to a purchase order having been transmitted outside the LVI guidelines
 - Failure to notify the appropriate MLO receiving facility no later than 12:00 p.m. (noon) local time, the day prior to physical shipment, of any inability to ship in accordance with a purchase order
 - Soiled and/or damaged merchandise received via LVI that result in missing delivery to customer
 - Trucks loaded with merchandise that is not:
 - Facing in proper direction for transporting (arrow up)
 - Loaded securely to prevent shifting during transport
 - Grouped by Purchase Order with labels facing out
6. Vendors must respond within 48 hours to requests for Bedding Clinics to review defective and RTV merchandise.
7. All vendors are required to register and use the Macy's Logistics automatic email system for notification of failure to follow Macy's Vendor Standards, including notification of anticipated quality issues.
8. Macysnet is able to provide information regarding deductions for **liquidated amounts, expense offsets and administrative charges** via email to provide vendors with feedback on non-compliance to facilitate correcting deficient performance to avoid future charges. To register for automatic notification of such deductions (including related to workroom charges), send an email request to exo@macysnet.com.

Expense Deductions

Deductions for Expense Offsets, Liquidated Charges, and Expense Offsets may be imposed for deficient vendor performance.

- Policies are intended to recover costs incurred by Macy's or Bloomingdale's due to merchandise that does not meet minimum quality requirements or is not shipped in compliance with our standards
- For any deduction-related inquiry, please check details on macysnet.com
- Function codes listed on the invoice document provide a brief explanation of work performed and/or expense incurred
- Charges are as follows:

QUALITY COMPLIANCE	CHARGE
Defective Merchandise	RTV at vendor expense
Missed customer delivery	10% of merchandise cost, plus \$50 per incident
Merchandise soiled and/or damaged	Replacement plus \$50 per incident

Bedding Division Contacts

Vice President National Quality Director

Arthur Goldman 732-661-3029 arthur.goldman@macys.com

Administrative Assistant 201-271-4090
OVP Workroom: 410-612-2801
POTS Administrator 410-612-2815
Six Sigma Black Belt: 206-575-2085

Raritan, New Jersey
 401 Clearview Road
 Edison NJ 08837

Facility VP Manager: 732-661-3075
Quality Director: 732-684-8490
RTV Manager: 732-661-3020
Workroom Manager: 732-496-2852
Returns Manager: 732-684-3009
Bedding Director 732-661-3076

Stone Mountain, GA
 4401 Sarr Parkway
 Stone Mountain GA 30083

Facility OVP Manager: 770-908-4811
Quality Director: 770-908-4593
RTV Manager: 770-908-4620
Workroom Manager: 770-908-4593
Returns Manager: 770-908-4620

Miami, FL

7100 NW 32nd Avenue
Miami FL 33147

Facility VP Manager: 305-835-5025
Quality Director: 305-835-5026
RTV Manager: 305-835-5484
Workroom Manager: 305-835-5592

Houston, TX

2103 Ernestine
Houston TX 77023

Facility VP Manager: 713 924 3185
Quality Director: 713-924-6631
RTV Manager: 713-924-3467
Workroom Manager: 713-924-6631
Returns Manager: 713-924-3467

City of Industry, CA

15541 East Gale Avenue
City of Industry CA 91745

Facility VP Manager: 626-855-6249
Quality Director: 626-855-4183
RTV Manager: 323-855-1753
Workroom Manager: 626-855-4183
Returns Manager: 323 855-0783

Union City, CA

1200 Whipple Road
Union City, CA 94587

Facility VP Manager: 510-376-4139
Workroom Manager: 510-376-6687
Returns Manager: 323-816-1387

Tukwila, WA

17000 South Center Parkway
Tukwila WA 98188

Facility VP Manager: 206-575-2344
Quality Director: 206-575-4988
RTV Manager: 206-575-4962
Workroom Manager: 206.575.6660
Returns Manager: 206-575-4962

Minooka, IL

601A Mid Point Road
Minooka, IL 60447

Facility VP Manager: 815-521-3702
Quality Director: 815-521-3725
RTV Manager: 815-521-3740

Workroom Manager: 815-521-3741
Returns Manager: 815-521-3740

Bailey Road, OH

12629 Mahoning Avenue
N. Jackson, OH 44451

Facility DVP Manager: 330-538-6064
Quality Director: 330-538-6066
RTV Manager: 330-538-6038
Workroom Manager: 330-538-6141
Returns Manager: 330-538-6038

Dayton, OH

2260 Arbor Blvd.
Moraine OH 45439

Facility Director 937-534-4054
Accuracy Manager 937-534-4056
Workroom Manager 937-534-4071
Returns Manager 937-534-4062

Bridgeton, MO

300 Rock Industrial Park Drive
Bridgeton, MO 55413

Facility Director: 314-393-8834
RTV Manager: 314-738-7957
Workroom Manager: 314-738-7957
Returns Manager: 314-738-7913