

VON MAUR



## Accounts Payable Policy

Effective October 1, 2017

Changes are in *blue italics*

Von Maur is dedicated to the timely payment of all invoices in the most efficient way possible. In order for this to be accomplished, our vendors must follow these established guidelines:

### Purchase Order Verification:

Upon receipt of a Von Maur purchase order, verify that all the information on the document is correct including the following before shipping the merchandise:

- Ship Date
- In Store Cancel Date
- Terms
- Cost

If the purchase order is not correct, contact the appropriate Von Maur buyer. **DO NOT** ship the merchandise until you receive an accurate purchase order.

**NOTE:** It is very important to carefully verify the purchase order terms and cost information as cost and terms difference claims are not reimbursable.

### Invoice Requirements:

In order to receive prompt payment, it is important that the following invoicing instructions be followed. Failure to follow these instructions could result in delay of payment.

1. **For Non-EDI Invoicing Vendors, one invoice for each purchase order is preferred.** If unable to provide one master invoice per shipment per PO then a separate invoice for each store is acceptable. With either method used, please provide quantity, style, and price. **It is imperative that you continue to pack and ship merchandise per the purchase order instructions, even if one, master invoice is provided.**

Von Maur **DOES NOT** accept e-mailed copies of invoices at this time. If you are interested in sending your invoices EDI rather than mailing a paper copy, you must first enroll in our test program. You can enroll by contacting our *EDI Coordinator at [edicoord@vonmaur.com](mailto:edicoord@vonmaur.com)*. You can also obtain information and mapping instructions on our website at [www.vonmaur.com](http://www.vonmaur.com). Click on "Vendor Policies" at the bottom of the home page.

**For EDI Vendors who transmit the 810 form, these invoices MUST be transmitted according to how the PO was received. If the PO is broke down by store, then there must be a separate invoice transmitted for each store. If the PO is bulk, then it is acceptable to provide one bulk invoice. Invoices can be transmitted on the same day your shipment leaves your facility but not before.**

2. Mail original merchandise invoices on the same day as the shipment leaves your facility. Please **DO NOT** mail or transmit invoices prior to the shipment leaving your facility. **DO NOT** send duplicate invoices unless we request them or e-mail invoices unless requested.
3. Mail invoices grouped together by purchase order.
4. Remove all form feed perforations prior to mailing.
5. **DO NOT SEND YOUR INVOICES WITH MERCHANDISE SHIPMENTS.** There is no guarantee these invoices will be routed to Accounts Payable to be processed for payment. Mail your invoices separately to:

**Von Maur**  
**Attention: Accounts Payable**  
**6565 Brady St.**  
**Davenport, IA 52806**

6. Von Maur does not pay for freight, hangers, insurance or other miscellaneous charges on the merchandise invoice. These must be billed separately and sent to the Merchandising office for approval.
7. Each merchandise invoice **must contain the following information:**
  - Vendor name, address, and phone number
  - Remittance name and address
  - One unique numeric invoice number (up to 12 digits) for each invoice.
  - Invoice date (**The date must be the same as your shipment date**)
  - Payment terms
  - Von Maur **purchase order number** clearly indicated on every invoice (This is critical for timely payment)
  - Von Maur department number (3 digits)
  - Von Maur vendor number (5-6 digits)  
Please indicate on the invoice the Von Maur vendor number found on the purchase order as follows:  
**Example:** VM# 89706
  - "Ship to Address" including the store name and number of selling location (See list on Page 5)
  - Carton count on each invoice and by purchase order
  - Total units and cost by vendor style. Style number must match the purchase order.
  - Total cost of merchandise only in US dollars. (On multiple page invoices, indicate the total cost on the last page only).
  - Subtotal the merchandise cost if the invoice includes non-merchandise costs, which should be itemized separately.
  - Total units
  - Bill of Lading number

Failure to follow invoicing instructions may result in a chargeback. Violation amounts are based on the amount of additional time the error creates in Accounts Payable to process your invoices. The purpose is not to chargeback your company, but to receive invoices in the required format.

**Invoice Payment and Terms**

Vendor checks are mailed on every Tuesday.

Payment terms begin upon receipt of merchandise or date of invoice, whichever is later. Due dates will be considered extended without the loss of discount until the invoice is received. Merchandise received on or after the 25th of the month will be paid as though received on the first of the following month.

**Vendor Correspondence and Deductions**

To expedite your Accounts Payable inquiries, include the following information in your correspondence:

1. Detailed explanation of the issue
2. Von Maur check number
3. Von Maur document number and amount
4. Complete name, address, phone number, and e-mail address for reply

Von Maur mails claim copies, (notices of deductions against vendor accounts), weekly coinciding with our check run dates. **Claim copies are mailed separately from vendor checks.**

Vendor disputes on deductions will only be addressed if the deduction has occurred within 6 months. After 6 months, Von Maur will not be liable for shortages or damages.

To dispute a deduction for returned merchandise, put the reason for the dispute in writing and attach a copy of the check remittance and claim and mail it to this address:

**Von Maur**  
**Attention: Vendor Returns**  
**6565 Brady St.**  
**Davenport, IA 52806**

To contact Vendor Returns by phone: (563) 388-2200 ext. 3308

To dispute any other deduction, put the reason for the dispute in writing and attach a copy of the check remittance or claim and mail it to this address:

**Von Maur**  
  
**Attention: Accounts Payable Correspondence**  
**6565 Brady St.**  
**Davenport, IA 52806**

To contact Accounts Payable:

<b>Vendors</b>	<b>AP Contact</b>	<b>Contact Phone #</b>	<b>e-mail address</b>
(A-J)	Jan Black	(563) 388-2276	<a href="mailto:jblack@vonmaur.com">jblack@vonmaur.com</a>
(K-Q)	David Wasson	(563) 336-7380	<a href="mailto:dwasson@vonmaur.com">dwasson@vonmaur.com</a>
(R-Z)	Melvina Davis	(563) 468-4816	<a href="mailto:mdavis@vonmaur.com">mdavis@vonmaur.com</a>

Trade discounts will not be refunded regardless of when an invoice is paid.

Deductions for cost or terms differences are not reimbursable. Cost differences occur when the invoice cost is greater than the purchase order cost. This is why it is extremely important to verify all purchase orders for accuracy prior to shipping. **DO NOT ship the merchandise until the PO is correct.**

### **Unpaid Invoice Inquiries and POD requests**

To inquire about the status of unpaid invoices that are at least 30 days old from the invoice due date, call or e-mail our corporate office Accounts Payable Correspondence. If necessary, Accounts Payable will request proof of delivery (POD) from the vendor on invoices for which no record of a merchandise receipt can be found. The vendor must then send a valid POD along with the corresponding invoices to Accounts Payable. Inquiries for invoices that show as unpaid on the vendor side cannot be addressed if the invoice date is greater 6 months old.

A valid POD is defined as a freight bill stamped and signed by an authorized representative of the Von Maur distribution center. We do not accept a bill of lading as a valid form of POD. The freight bill must include purchase order number, carton count, and the Von Maur name and address to which the shipment went. If there are multiple purchase orders on the shipment, the carton count must be provided by purchase order.

### **Vendor Address File and Information Changes**

Von Maur's Accounts Payable vendor address file is maintained using the address included on your current invoices. It is important to notify us in writing if any of the following information changes:

- Vendor name
- Parent company name
- Parent company address
- Remittance address
- Debit memo address
- Payment terms
- Factor agreement (being entered into, changing, or terminating factors)

Please include the effective date of the change and be sure that any invoices sent to Von Maur after the effective date of the change reflect the new information.

Von Maur Store Name and Number List

<u>Store Number</u>	<u>Store Name</u>	<u>Store Abbreviation</u>
1	Von Maur Distribution Center 6565 Brady Street Davenport, IA 52806	VMC
<b>NOTE*</b>	<b>All Shipments should be sent directly to the Von Maur Distribution Center at the above address.</b>	
2	College Hills	CH
3	College Square	CS
4	Hickory Point	HP
6	Valley West	VW
8	Southpark	SP
10	Northpark	NP
11	Iowa City	IC
12	Lindale	LD
14	Yorktown	YT
15	Westroads	WR
16	Castleton Square	CT
17	Greenwood Park	GW
18	Southpointe Pavilions	PV
19	Eden Prairie	EP
20	Jefferson Pointe	JP
21	St. Charles	SC
22	Towne East	TE
23	Glenview	GV
24	Briarwood Mall	BW
25	Laurel Park Place	LP
26	Oxmoor Center	OX
27	Polaris Fashion Place	PF
28	Corbin Park	CP
29	The Greene Towne Center	TG
30	The Meadows	TM
31	North Point Mall	AL
32	Perimeter	PM
33	East View	EV
34	River Chase	RC
35	Quail Springs	QS
36	Mall of Georgia	MG
37	The Corners	TC
38	Rosedale	RD
59	E-Commerce	EC

Dry Goods Store Name and Number List

<u>Store Number</u>	<u>Store Name</u>	<u>Store Abbreviation</u>
1001	Fox Valley	FXVY
1002	Woodfield	WFLD
1003	West Towne	WSTN
1004	Mayfair	MYFR
1005	Twelve Oaks	TWOK
1006	Rosedale Center	RSDL
1007	Orland Square	ORSQ
1008	Jordan Creek	JDCR
1009	Southdale Center	STDL
1010	Coral Ridge	CRIA
1011	Hawthorn	HWIL
1012	Apache	APMN
1013	Fashion Mall	FMIN
1014	Crossroads	CRMN
1015	Ridgedale	RDMN
1016	Briarwood	BRMI
1017	University Park	UPIN
1018	Greenwood Park	GRIN
1019	Woodland Mall	WDMI
1020	Fox River	FXWI
1021	Glenbrook Sq Mall	GSIN
1022	Market Place	MPIL
1023	Oakbrook Center	OBIL
1024	Old Orchard	OOIL
1025	Kenwood Towne Center	KWOH
1026	Fayette Mall	FYKY
1027	Mall St. Matthews	SMKY
1028	The Shoppes at Grand Prairie	GPIL
1029	Polaris Fashion Place	PFOH
1030	Tuttle Crossing	TCOH
1031	West Acres	WAND
1032	Westroads Mall	WRNE
1033	Crossroads Mall	CRMI
1034	Northpark Mall	NPIA
1035	The Greene	TGOH
1036	St. Louis Galleria	GLMO
1037	West County Center	WCMO
1038	Columbia Mall	COMO
1039	Summit Mall	SMOH