



## Frequently Asked Questions

### **I am a new vendor, how do I get started? What documents do I have to provide through EDI?**

The Vendor Profile Form will need to be completed on line. There are 3 forms located in the Vendor Manual that will need to be completed and either emailed to [Patricia\\_graham@lordandtaylor.com](mailto:Patricia_graham@lordandtaylor.com) or faxed to 212.391.3162. Lord & Taylor requires Advance Shipment Notices (856), Electronic Invoices (810), Application Advise (824). 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.

### **What VAN should I use to trade EDI documents with Lord & Taylor?**

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, 887-446-6847, [www.inovis.com](http://www.inovis.com) and GXS Global, [www.gxsolc.com](http://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.

### **How do I test EDI documents with Lord & Taylor?**

For a nominal fee, you will test the compliance of your VICS 4030 documents through DI Central Corporation.

|                        |   |                       |
|------------------------|---|-----------------------|
| DI Central Corporation | <a href="http://www.dicentral.com">http://www.dicentral.com</a> | 281.480.1121 Option 4 |
|                        | <a href="mailto:sales@dicentral.com">sales@dicentral.com</a>    |                       |

### **I am not ready to do EDI, What do I do?**

Lord & Taylor requires the use of the 856 Advance Ship Notice, 810 Electronic Invoices and the Application Advise (824) documents. If you are unable to create EDI documents, there are several options. Now available are desktop kits that will enable your company to do "EDI". There are also third party providers that can create EDI documents for your company without having to committing internal resources to an "EDI department". Please contact one of the following to find the options will work for your company.

|                                       |   |                        |
|---------------------------------------|---|------------------------|
| GXS Global Exchange Services          | <a href="http://www.gxsolc.com">www.gxsolc.com</a>  | 800.334.5669, Option 3 |
| Inovis Data Exchange Network Services | <a href="http://www.inovis.com">www.inovis.com</a>  | 577.446.6847           |
| 1 EDI Source                          | <a href="http://www.1edisource.com">www.1edisource.com</a><br><a href="mailto:sales@edisource.com">sales@edisource.com</a>      | 877.334.9650           |
| DI Central Corporation                | <a href="http://www.dicentral.com">http://www.dicentral.com</a><br><a href="mailto:sales@dicentral.com">sales@dicentral.com</a> | 281.480.1121 Option 4  |

### **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, what should I do?**

Send an email to [Debra\\_Marcinko@lordandtaylor.com](mailto:Debra_Marcinko@lordandtaylor.com) to discuss alternative EDI providers that can set up vendors quickly.

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

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

### **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?**

Lord & 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, website at [www.uc-council.org](http://www.uc-council.org). This web site is also a good source of information regarding document standards.

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

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>.

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

Contact the Lord & Taylor buyer to ensure that the purchase order was actually sent. For assistance contact Patricia Graham, Edi Analyst at 212.391.5378 or [Patricia\\_Graham@lordandtaylor.com](mailto:Patricia_Graham@lordandtaylor.com).

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

You must contact the Uniform Code Council to obtain GTIN blocks. Please refer to their web site [www.uc-council.org](http://www.uc-council.org).

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

Please contact Inovis Catalogue 877.446.6847, <http://www.invois.com>.

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

Debra Marcinko will approve all vendors' UCC-128 carton labels. Email a scanned label to [Debra\\_Marcinko@lordandtaylor.com](mailto:Debra_Marcinko@lordandtaylor.com) for approval. All other EDI questions or 856/810/824 EDI document testing is conducted with either of the following:

|                              |   |                       |
|------------------------------|---|-----------------------|
| GXS Global Exchange Services | <a href="http://www.gxsolc.com">www.gxsolc.com</a>              |                       |
| DI Central Corporation       | <a href="http://www.dicentral.com">http://www.dicentral.com</a> | 281-480-1121 Option 4 |
|                              | <a href="mailto:sales@dicentral.com">sales@dicentral.com</a>    |                       |

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

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](http://www.uc-council.org/reflib/00603/index.html).

Floor Ready.

**Who should I contact to approve my GTIN retail ticket?**

New vendors must have GTIN tickets approved by Lord & Taylor prior to their first shipment. Please email a scanned a copy of the ticket to [Patricia\\_graham@lordandtaylor.com](mailto:Patricia_graham@lordandtaylor.com)

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

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](http://partners.lordandtaylor.com). [Selling Reports](#) [Accounts Payable Reports](#).

**What is a Security Administrator?**

An associate, within a vendors' company, that will be responsible for setting up other associates' to access the vendor reports. The individual will provide each associate with a user ID and password.

**What is an FTP?**

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.

**Do I need an FTP to get reports?**

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



### **What are the Internet Email Policies?**

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?**

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

Hello 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.