

Dillard's

Corporate Logistics Routing Guide July 1, 2025

(Next Update September 1, 2025)



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Section 1

Shipping Information & Requirements

Palletization

Dillard's requires collect shipments to be on a pallet when the shipment exceeds 53 cubic feet or greater than 15 cartons. Pallet count must be correctly marked on the bill of lading.

Truckload shipments should be on a pallet unless you are loading on a dropped trailer. Trailer must be loaded high and tight. Pallets and loose freight can be combined on one trailer in order to fully utilize all trailer space.

LTL carriers limit the number of pallets they will accept without additional charges. If your pallet count exceeds 8 pallets for FedEx Freight or 10 pallets for Saia you will need to send an email to tms.routing@dillards.com requesting new routing. Failure to communicate excessive pallet counts to TMS will result in 100% chargeback of freight charges.

Multiple POs can be loaded on a pallet.

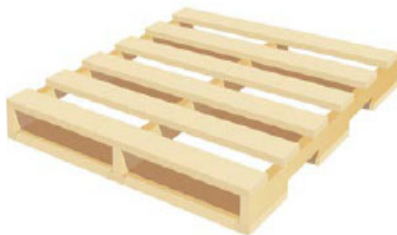
Only one DC per pallet.

Palletized shipments should be accurately weighed and measured.

Cubic feet = LxWxH (inches)/1728.

Recommended pallets measure 40" X 48", 42" X 48" or 40" X 42"

- Pallets should be stacked between 6 and 7 feet tall but not to exceed 8 feet.
- Freight is required to be loaded within the perimeter of the pallet.
- When shipping truckload it may be necessary to break some pallets down and stack the loose cartons on top of pallets to maximize trailer cube.



Pallet labels are required on each pallet. Labels should be on a 8 ½ X 5 ½ sheet. See formatting example below:

Ship from: Company Name Street Address City, State, Zip
SCAC - _____
Ship to: Dillard's DC _____ Street Address City, State, Zip

Failure to follow pallet requirements will result in a chargeback of 100% freight charges.

Stretch Wrap

- Critical for securing freight
- Wrap tightly to prevent load shifting
- Wrap should also cover the top of the pallet

Shipment

When shipping to Dillard's, a shipment is defined as a single PO or a group of PO's ready on the same day, shipping from the same origin and going to the same destination.

Ship, Cancel & Penalty Dates

Dillard's purchase orders contain a 'do not ship before' (Start Ship) and a 'do not ship after' (Last Ship or Cancel) date. All merchandise must be tendered to the designated carrier on or between these dates:

Start Ship Date - This is the first day a shipment can be picked up by the carrier.

Last Ship Date - This is the last day a shipment can be picked up by the carrier.

If shipping on or between the 'do not ship before' and the 'do not ship after' dates and use designated carriers the vendor is not responsible for the actual arrival date.

Penalty Date – This is the last day a shipment can be picked up by the carrier without a penalty discount on the cost of goods. This is a pre-arranged agreement between the vendor and Dillard's merchant. In the EDI 850 PO transmission, the penalty date will be shown as the last ship date.

EBiz Access

Dillard's extranet address: ebiz.dillards.com (**do not use www.**)

Vendor must have a secure userid/password to access this site. Each vendor should have an internal eBiz administrator. Each user not currently set up with a userid should contact their internal eBiz administrator. If the administrator is unknown or vendor is not set up with an eBiz userid, please email ebiz.support@dillards.com for assistance.

Purchase Order Verification

Purchase order dates and destination information may be verified by using the Dillard's extranet address.

First sign in and click on P.O. Inquiry under the "Logistics" drop down menu.

- Enter the 10-digit PO number (include any leading zero's)
- Once entered click "Submit"

The following information will be displayed:

Start Ship Date

Penalty Date

Last Ship Date

Ship To Distribution Center

Plan Type

If a "not found" or "NA" message is received, check to see that the PO number has been keyed correctly including any leading zeros. Contact buyer if unsure of PO number.

If a PO has been manually canceled a "canceled" message will be displayed in the PO detail screen. Contact the buyer with questions regarding canceled orders.

Shipping Frequency

In order to reduce transportation cost and maintain a smooth flow of goods, Dillard's does not allow a vendor to ship on two consecutive calendar days to a given store, distribution center, or consolidator. **The only exceptions are furniture shipments, shipments exceeding 2,500 cubic feet or 25,000 pounds.**

Loading Requirements

Vendors are responsible for loading freight onto carrier trailers. Any carrier charges assessed for loading or sorting freight will be charged back to the vendor.

Dimensional Weight Calculation (Parcel Shipments)

When calculating total shipment weight for parcel shipments, you must use the greater of your dimensional weight or actual weight to determine if the shipment should be entered into TMS or not. Use the following to calculate dimensional weight:

Ground

- Determine the volume of each carton by multiplying the length x width x height (in inches)
- Divide the cubic inches by 139. This will determine the dimensional or billable weight used by the parcel carrier to determine package charges.

Shipment Example							
Cartons	Dimensions			Dimensional	Actual		Total
	Lenth	Width	Height	Weight	Weight		Weight
Count	inches	inches	inches	lbs	lbs		lbs
5	18	22	26	74	15	Dimensional weight is greater	370
3	16	16	12	22	24	Actual weight is greater	72
8 Cartons							442

The total billable weight of the shipment will be 442 pounds which exceeds the maximum weight for a parcel shipment. Therefore, the shipment must be submitted through the TMS Routing Request application on eBiz.

Express

- Determine the volume of each carton by multiplying the length x width x height (in inches)
- Divide the cubic inches by 139. This will determine the dimensional or billable weight used by the parcel carrier to determine package charges.

Shipment Example							
Cartons	Dimensions			Dimensional	Actual		Total
	Lenth	Width	Height	Weight	Weight		Weight
Count	inches	inches	inches	lbs	lbs		lbs
3	12	11	13	13	7	Dimensional weight is greater	39
2	10	12	11	10	12	Actual weight is greater	24
5 Cartons							63

Total billable shipment weight = 63 lbs

Cubic Feet Calculation

A 53 foot (linear foot) trailer = approximately 3,300 cubic feet at 100% capacity

Cubic feet per carton can be calculated using the following formula example:

Multiply width (ex. 25") by height (ex. 30") by length (ex. 35")

Divide total number by 1,728 (total cubic inches per cubic foot)

Example: $25 \times 30 \times 35 = 26,250$ AND $26,250 / 1,728 = 15.19$ cubic feet per carton.

When shipping on pallets it is highly suggested that the minimum height be 6 feet for single stacked pallets. If shipping double stacked pallets, do not stack any higher than 4 feet each.

Density Calculation

To determine density of the freight, divide the total shipment weight by total cubic feet.

Thus a 2,000 pound shipment that occupies 750 cubic feet of trailer space has a density per cubic foot of 2.66 ($2,000/750=2.66$). A density calculator can be found on the TMS Dashboard to help with the calculation.

Freight Charges

Shipments where Dillard's is responsible for freight charges are to be shipped freight "COLLECT".

Dillard's does not accept prepay and add freight terms. Any freight charges added to an invoice will be deducted before payment.

Bill of Lading (BOL)

Dillard's requires the use of a GS1 BOL for all shipments that are not parcel. For complete GS1 BOL information and form go to <http://www.gs1us.org/> and search for bill of lading. Click the link for Voluntary Guidelines Bill of Lading.

Requirements:

- Ship From Section - Must contain the physical shipping location. Enter all 9 digits of Zip Code.
- Ship To Section - List the Ship To Name as Dillard's and the 4-digit DC or store number. The Address, City, State & Zip would be for the ship to DC or store. (example: Ship To: Dillard's 0027)
- CID# - Customer Identification Number is an optional field to list the TMS Load ID (example: DIL9999999)
- Special Instructions Section - List the TMS Load ID (example: DIL9999999) received on the Routing Instructions from Dillard's TMS. Also list contact name, telephone, and fax number in case of a refusal.
- Bill of Lading Number Section - List the 17-digit GS1 BOL number created for this shipment. All orders shipped on the same day, from the same physical location, to the same Dillard's distribution center must be covered by *one* bill of lading number and that bill of lading number along with the TMS Load ID number **MUST** be transmitted on the ASN and invoice for all merchandise shipped. For help creating the 17-digit BOL number, please visit the GS1 website referenced above.
- Carrier Name Section - List the trailer number & seal number if it is a truckload shipment only. The carrier name on the bill of lading must read exactly as it is listed on the Routing Instructions under carrier. SCAC & Pro Number Section - List the carrier's 4-character SCAC. List the PRO number if available.

- Freight Charge Terms Section - Mark the terms that apply to this shipment. Mark 3rd party if shipping to a non-Dillard's location but Dillard's is responsible for the freight charges. The 3rd party freight charges section should be filled out completely. If the freight terms are improperly marked by the shipper Dillard's will not issue approval to carriers for corrections.

Customer Order Information Section

*Customer Order Number:	List each 10-digit Dillard's PO# contained in the shipment
PKGS:	List the carton count for each PO listed
Weight:	List the total pounds of all the cartons for the PO listed
Cubic Feet	List the total cubic feet of all cartons for the PO listed
Grand Total:	List the total carton count, weight & cubic feet for the shipment

* Vendor assumes liability for shortages where PO numbers are not itemized on the BOL form.

Carrier Information Section

Handling Unit:	When shipping on pallets, list the total number of pallets under handling units with the type as "PLT". When shipping loose cartons, list the total number of cartons under handling units with the type as "CTN".
Package:	Only list information in this section when shipping on pallets. When shipping on pallets list the total cartons. Under QTY enter the total carton count and the type will be "CTN".
Cubic Feet	List the total cubic feet for the cartons
Weight:	List the total pounds for the cartons.

Note: The correct density and released value sub-classification must be properly listed when applicable with the appropriate number of cartons and the weight for each classification provided.

Commodity Description:	List a description of the goods, proper NMFC number, and class. Dillard's has class exceptions on certain items. Please refer to the "Shipment Class Exceptions for LTL Shipments".
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Shipper Signature / Date, Trailer Loaded/Freight Counted, and Carrier Signature / Pickup Date section

The shipper and carrier must sign the bill of lading. The Trailer Loaded and Freight Counted sections must be appropriately checked by the vendor.

Please see the following page for an example of a BOL form with the sections highlighted to fill out. Email traffic.office@dillards.com with any questions.

SHIP FROM
 Name:
 Address:
 City/State/Zip: **Note: Enter all 9 digits of the Zip code**
 SID#: FOB:

Bill of Lading Number: 17-digit BOL#

SHIP TO
 Name: Dillard's Inc Location #: 4-digit DC#
 Address:
 City/State/Zip:
 CID#: Load ID# FOB:

CARRIER NAME: _____
 Trailer number: (Truckload Only)
 Seal number(s): (Truckload Only)
SCAC:
Pro number: (If available)

THIRD PARTY FREIGHT CHARGES BILL TO:
 Name:
 Address:
 City/State/Zip:

Freight Charge Terms: (freight charges are prepaid unless marked otherwise)
 Prepaid _____ Collect _____ 3rd Party _____

SPECIAL INSTRUCTIONS: Shipper's contact information
Load ID #

Master Bill of Lading: with attached underlying Bills of Lading
 (check box)

CUSTOMER ORDER INFORMATION

CUSTOMER ORDER NUMBER	# PKGS	WEIGHT	CUBIC FEET	PALLET/SLIP (CIRCLE ONE)		ADDITIONAL SHIPPER INFO
Dillard's 10-digit PO#	CTN Count	LBS	FT ³	Y	N	
Dillard's 10-digit PO#	CTN Count	LBS	FT ³	Y	N	
				Y	N	
				Y	N	
				Y	N	
GRAND TOTAL	CTN Total	Total LBS	Total FT³			

CARRIER INFORMATION

HANDLING UNIT		PACKAGE		WEIGHT	CUBIC FEET	H.M. (X)	COMMODITY DESCRIPTION <small>Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Section 2(e) of NMFC Item 360</small>	LTL ONLY	
QTY	TYPE	QTY	TYPE					NMFC #	CLASS
Total CTN	CTN			Total LBS	Total FT ³		Description of Goods		
							Note: List each NMFC/Classification Separately		
RECEIVING STAMP SPACE									
GRAND TOTAL									

Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows:
 "The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____ Note: List Lowest Sub-Classification _____"

COD Amount: \$ _____
Fee Terms: Collect: Prepaid:
Customer check acceptable:

NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. 14706(c)(1)(A) and (B).

RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

Shipper Signature

SHIPPER SIGNATURE / DATE
 This is to certify that the above named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the U.S. DOT.
Shipper's Signature / MM/DD/YY

Trailer Loaded:
 By Shipper
 By Driver

Freight Counted:
 By Shipper
 By Driver/pallets said to contain
 By Driver/Pieces

CARRIER SIGNATURE / PICKUP DATE
 Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the U.S. DOT emergency response guidebook or equivalent documentation in the vehicle.
Carrier's Signature / MM/DD/YY
 Property described above is received in good order, except as noted.

NMFC Class Exceptions for LTL Shipments

Dillard’s has special class exceptions on various items with LTL carriers. If shipping one of the following items make sure to use the correct class below when entering a routing request into the Dillard’s TMS system. Also, the GS1 bill of lading needs to be completed using the correct NMFC Freight Class.

When there are multiple NMFC item numbers for the same commodity based on released value, or when there are sub-classifications to the NMFC item number being shipped based on a released value, the shipment must be shipped using the NMFC number and/or sub-classification with the lowest released value.

Item# 49880 Clothing having a density in pounds per cubic foot;

- Clothing, Garments or Apparel, NOI
- Coats, Jackets or Outerwear, NOI
- Costumes, masquerade or theatrical
- Pants, Slacks, Trousers or Short, NOI
- Shirts or Blouses, NOI
- Skirts or Dresses, NOI
- Sleepwear, NOI
- Undergarments or Underwear, NOI

	POUNDS PER CUBIC FOOT	NMFC FREIGHT CLASS	DILLARD'S EXCEPTION CLASS
Sub 1	Less than 1 cubic foot	400	175
Sub 2	1 but less than 2 cubic feet	300	175
Sub 3	2 but less than 4 cubic feet	250	100
Sub 4	4 but less than 6 cubic feet	175	100
Sub 5	6 but less than 8 cubic feet	125	100
Sub 6	8 but less than 10 cubic feet	100	100
Sub 7	10 but less than 12 cubic feet	92.5	100
Sub 8	12 but less than 15 cubic feet	85	100
Sub 9	15 but less than 22.5 cubic feet	70	100
Sub 10	22.5 but less than 30 cubic feet	65	100
Sub 11	30 but less than 35 cubic feet	60	100
Sub 12	35 but less than 50 cubic feet	55	100
Sub 13	50 or greater cubic feet	50	100

Item# 28130 Boots, Footwear, Shoes, or Slippers, NOI; having a density in pounds per cubic foot;

	POUNDS PER CUBIC FOOT	NMFC FREIGHT CLASS	DILLARD'S EXCEPTION CLASS
Sub 1	Less than 1 cubic foot	400	100
Sub 2	1 but less than 2 cubic feet	300	100
Sub 3	2 but less than 4 cubic feet	250	100
Sub 4	4 but less than 6 cubic feet	175	100
Sub 5	6 but less than 8 cubic feet	125	100
Sub 6	8 but less than 10 cubic feet	100	100
Sub 7	10 but less than 12 cubic feet	92.5	100
Sub 8	12 but less than 15 cubic feet	85	100
Sub 9	15 but less than 22.5 cubic feet	70	100
Sub 10	22.5 but less than 30 cubic feet	65	100
Sub 11	30 but less than 35 cubic feet	60	100
Sub 12	35 but less than 50 cubic feet	55	100
Sub 13	50 or greater cubic feet	50	100

Item# 88160 Glassware, NOI with or without components or trim of other materials, released to a value not exceeding \$19.00 per pound, having a density in pounds per cubic foot;

	POUNDS PER CUBIC FOOT	NMFC FREIGHT CLASS	DILLARD'S EXCEPTION CLASS
Sub 1	Less than 1 cubic foot	400	70
Sub 2	1 but less than 2 cubic feet	300	70
Sub 3	2 but less than 4 cubic feet	250	70
Sub 4	4 but less than 6 cubic feet	175	70
Sub 5	6 but less than 8 cubic feet	125	70
Sub 6	8 but less than 10 cubic feet	100	70
Sub 7	10 but less than 12 cubic feet	92.5	70
Sub 8	12 but less than 15 cubic feet	85	70
Sub 9	15 but less than 22.5 cubic feet	70	70
Sub 10	22.5 but less than 30 cubic feet	65	70
Sub 11	30 but less than 35 cubic feet	60	70
Sub 12	35 but less than 50 cubic feet	55	70
Sub 13	50 or greater cubic feet	50	70

Item# 187645 Carrying Cases or Bags, viz.; having a density in pounds per cubic foot;

Air Transport of America (ATA) Cases, Audio (Sound) Recording

Backpack or Front-pack Baby Carriers, Backpacks

Boxes or Bags, lunch or picnic, NOI with or without food or beverage containers

Carrying Cases or Bags, NOI

Handbags, Hatboxes, Luggage, NOI;

Pack Carriers, NOI;

Pocketbooks or Purses, Sample Cases

Suitcases, Traveling Bags, Trunks

	POUNDS PER CUBIC FOOT	NMFC FREIGHT CLASS	DILLARD'S EXCEPTION CLASS
Sub 1	Less than 1 cubic foot	400	150
Sub 2	1 but less than 2 cubic feet	300	150
Sub 3	2 but less than 4 cubic feet	250	150
Sub 4	4 but less than 6 cubic feet	175	150
Sub 5	6 but less than 8 cubic feet	125	150
Sub 6	8 but less than 10 cubic feet	100	150
Sub 7	10 but less than 12 cubic feet	92.5	150
Sub 8	12 but less than 15 cubic feet	85	150
Sub 9	15 but less than 22.5 cubic feet	70	150
Sub 10	22.5 but less than 30 cubic feet	65	150
Sub 11	30 but less than 35 cubic feet	60	150
Sub 12	35 but less than 50 cubic feet	55	150
Sub 13	50 or greater cubic feet	50	150

Bill of Lading Shipment Rules

- When shipping LTL (less than truckload) through a Dillard's Consolidator as designated in Section 5, the shipper needs to create a single bill of lading addressed to the consolidator. The single bill of lading number must be transmitted on the EDI 856 ASN and 810 Invoice.
- When shipping TL (truckload) through a Dillard's Consolidator as designated in Section 5, the shipper must create a single bill of lading for each distribution center. These bill of lading numbers must be transmitted on the EDI 856 ASN and 810 Invoice. In addition, the shipper needs to complete a Dillard's Truckload Consolidated Bill of Lading Recap sheet. Please see Section 5 for example.
- When shipping LTL (less than truckload) direct to a Dillard's distribution center the shipper must create an individual bill of lading for each destination. This number should be sent on the EDI 856 ASN and 810 Invoice.
- When shipping TL (truckload) direct to a Dillard's DC the shipper must create a bill of lading for each destination and transmit them on the EDI 856 ASN and 810 Invoice. No master bill of lading required.
- ONE shipment from ONE location to ONE destination should only be covered by ONE BOL number.
- The BOL number on the BOL form must match the BOL number sent in the EDI 856 ASN for the purchase order numbers listed on the BOL form.
- When shipping multiple brands/divisions from the same location to a single Dillard's location, Dillard's prefers that the vendor combines all freight onto a single bill of lading. If vendor can't combine all freight onto a single bill of lading Dillard's ask that you use an individual bill of lading for each brand/division along with a master bill of lading to encompass the combined freight being shipped.

Carton Counts

The carrier should be able to verify carton counts at time of pickup. Bills of lading should be signed for as cartons, not pallets "said to contain".

Vendors will be held responsible for any carton shortages on palletized (or shipper load and count) shipments where the carrier does not verify piece count.

Trailer Seal Information (Truckload shipments only)

Single stop truckloads:

On single truckload pickups, once freight is loaded the trailer must be sealed with a bolt seal and seal number(s) documented on all bill of lading copies. The freight should be loaded and counted by vendor and the bill of lading should be marked as shipper load & count (SLC). Any trailer not properly sealed and documented could result in a chargeback.

Multiple stop truckloads:

All stops should have the freight counted by the truckload driver as it is being loaded by the vendor. Once loading is complete, the trailer must be sealed with a bolt seal and seal number(s) documented on all bill of lading copies. For any stops beyond the first, notate the inbound seal number(s) along with condition of the seal(s) on the prepared outbound bill of lading.

Remember to identify the inbound seal(s) vs. the outbound seal(s) on the bill of lading. If these procedures are not followed, the vendor could be held liable for shortages involving any of the loaded freight.

Note: Fort Worth Carrier will apply their own trailer seal.

Shipment Refusal Policy

Any shipment delivered at a Dillard's facility with an early, late, canceled or invalid purchase order number will be refused.

- **Parcel carrier:** Refusal will be given back to the carrier for immediate return to the vendor. Dillard's does not have the ability to recall refused parcel shipments.
- **LTL carrier:** Refusals will be given back to the carrier. The carrier will place the shipment or refused portion of the shipment "ON HAND".
 - It will then be the vendor's responsibility to contact the merchant and have the purchase orders reinstated or have the goods returned to their company. If the merchant chooses to accept the orders they will contact the local traffic department at the distribution center to accept the goods. All purchase orders refused against one carrier pro must be made valid before the shipment will be redelivered.
 - The local traffic department will contact the LTL carrier and have the refused freight redelivered. Under no circumstance is the vendor to contact the carrier and request redelivery of a refused shipment.
- **TL shipments:** Refusals will be sent to the in-house refusal area at the distribution center. Vendors will be notified of the refusal and the shipment will be returned.

Prepaid Shipments

Dillard's highly recommends using one of Dillard's preferred carriers (see page 13 for carrier listing).

However, if a shipment is prepaid the following will apply:

- **Parcel Shipments**
 - Shipment must arrive within the ship window to the designated location on the PO
 - Any PO arriving outside the PO ship window will be refused and returned to the shipper
- **LTL shipments**
 - If delivering to a Dillard's location by an LTL carrier other than FedEx Freight or Saia, carrier must have a delivery appointment.
 - Shipment must arrive within the ship window to the designated location on the PO.
 - Carrier must wait until every carton is scanned or drop the trailer.
- **TL shipments**
 - If delivering to a Dillard's location by a truck load carrier, carrier must have a delivery appointment.
 - Shipment must arrive within the ship window to the designated location on the PO.
 - Carrier must drop trailer with a minimum of three free days. Dillard's will not accept any live unloads.

Dillard's Preferred Carriers

SCAC – Carrier Code Information

CRPS - CRST Expedited
CTRQ - CFI Logistics
CVEN - Covenant
EOSA - EOS Trucking
EPES - Epes Transport
FDE - FedEx Express Air
FXNL - FedEx Freight Economy
FXFE - FedEx Freight Priority
FDEG - FedEx Ground
FWCC - Fort Worth Carrier
HJBI - J.B. Hunt Intermodal
HJBT - J.B. Hunt
KNIG - Knight Transportation
LRGR - Landstar
LOAA - Loadsmart
MTEN - Marten Transport
ODFL - Old Dominion
PASC - Paschall Trucking
SAIA - SAIA Motor Lines
SCNN - Schneider National
SBFE - Sunbelt Furniture Xpress
SWFT - Swift Transportation
TLAY - Timco Logistics
TTMS - Total Transportation of MS
TWPD - Twin City Transportation
UFLB - Uber Freight
UVLN - United Van Lines
USXI - US Xpress
USIT - USA Truck
WDFE - Woodfield

FedEx SCAC Information

Dillard's is currently using several of the FedEx operating companies. It is important for vendors to be familiar with the different companies and contact the correct carrier. For any questions contact the Corporate Logistics Department at traffic.office@dillards.com.

FedEx Express (FDE) – Parcel express service (one and two day express packages)

FedEx Ground (FDEG) – Parcel ground service (shipments 250 pounds or less and 25 cartons or less)

FedEx Freight-Priority (FXFE) –LTL truck with priority service

FedEx Freight-Economy (FXNL) – LTL truck with economy service

Section 2

General Merchandise & Non-Merchandise Shipments

Shipments from U.S. and Canada

Ship FedEx Ground Collect

Shipment is 250 pounds or less **AND** 25 cartons or less

DO NOT ENTER SHIPMENT INTO TMS.

FedEx Ground Collect (FDEG) do not mark "Bill Recipient"

Contact FedEx Ground (800) 463-3339

When calculating total shipment weight for parcel shipments, use the greater of either actual or dimensional weight (see dimensional weight calculation section).

Parcel shipments should not include cartons that exceed 130 inches in length and girth. The length and girth of a package is (length) plus (two times the height) plus (two times the width).

Dillard's does not accept prepay and add. Freight charges cannot be added to an invoice.

TMS Shipments (See Section 3 for details)

Shipment is 251 pounds or greater **OR** 26 cartons or greater

Vendors are responsible for U.S. Customs clearance and all duty payments on all shipments from Canada.

Section 3 TMS Shipments

Dillard's Transportation Management System (TMS) is used by vendors to request routing for all collect shipments which are:

Shipments greater than 250 pounds OR greater than 25 cartons

Dillard's uses the information entered into TMS to plan and combine shipments from various vendors into single truckload shipments. This allows Dillard's to move the merchandise more efficiently and economically.

TMS Route Request Guide

Dillard's TMS Route Request Guide is accessed through Dillard's extranet site <https://ebiz.dillards.com>.

After logging in, select:

- Apps
- Documents and Guides
- Document Viewer
- TMS Guide

All instructions for accessing and routing shipments through Dillard's TMS can be found in this guide.

Vendor must have a secure userid/password to access this site. Each vendor should have an internal eBiz administrator. Each user not currently set up with a userid should contact their internal eBiz administrator. If the administrator is unknown or vendor is not set up with an eBiz userid, please email ebiz.support@dillards.com for assistance.

Vendor Profile

Dillard's Vendor Profile setup is accessed through Dillard's extranet site <https://ebiz.dillards.com>.

After logging in, select:

- Apps
- Logistics
- TMS Shipping Profile

A vendor profile must be set up for **each** of the 'ship from' locations.

Note: Residential pickups are not allowed.

Vendor profile must be setup one business day prior to processing a routing request.

E-mail tms.admin@dillards.com for any vendor profile change requests.

TMS Routing General Information

Shipments are required to be entered into TMS by 15:00 CST, two business days prior to the shipment ready date. Any shipment not entered by 15:00 CST two business days prior to the ready date may result in a delayed pickup. TMS will not allow shipments to be requested for routing after 15:00 CST, two business days prior to the ready date.

Once a carrier has been assigned to a shipment, routing instructions will be sent via email within 24 hours of the ship date. For all LTL routings it is the vendor's responsibility to contact the LTL carrier and make arrangements for the pickup. LTL carriers must be notified the day prior to pickup.

Each shipment routed through TMS must be entered separately by destination.

It is the vendor's responsibility to notify Dillard's Corporate Logistics at tms.routing@dillards.com immediately if a carrier misses a scheduled pickup.

It is critical that the Dillard's TMS Load ID assigned to the shipment be listed in the Special Instructions section or CID field on the BOL. Failure to list the TMS Load ID number will result in a chargeback.

Vendor's actual shipping weight and cube totals must be within 10% of the estimates entered into TMS. When shipping on pallets cubic feet and weight entered in TMS must include the pallets. Chargebacks may be issued to vendors that exceed this 10% rule. Routing decisions are based on the shipping estimates entered into TMS and it is important these are accurate.

Once a shipment has been submitted, refer to the Vendor Routed Shipment Portlet in the TMS Guide on updating pending shipments.

Section 4

Holiday Pickup Schedule

Dillard's carriers do not make pickups on the select holidays in the below section. Please be aware that when entering a shipment into TMS, the shipment cannot have a ready date that falls on any of the following holidays. Plan in advance when requesting routing through TMS during one of these holiday periods to prevent any issues when shipping your PO.

Pickups cannot be requested for Saturday, Sunday and/or holidays unless you get prior approval from tms.routing@dillards.com.

Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day
New Year's Day

Section 5 Dillard's Consolidators

Dillard's Third Party Consolidation

When shipping to a third party consolidator, create your carton labels using the destination DC as designated on the PO.

All freight must be loaded onto the truck by distribution center. DC's should not be mixed within the trailer. Failure to load by DC may result in a sort and segregation chargeback.

Vendor must fill out a Consolidated Bill of Lading Recap sheet to go with multiple bills of lading going to a consolidator. (*See Page 20*)

Performance Team bills of lading must be scanned and emailed to traffic.office@dillards.com one business day prior to pick up. Dillard's Load ID must be in the subject line.

Dillard's Third Party Consolidator's

Performance Team LLC (GLTN)
12816 Shoemaker Ave
Santa Fe Springs, CA 90670

Customer Service Phone: 562-741-1364
Customer Service email: dillards-dpu_pt@maersk.com

TI Logistics (TGIR)
9 South Hackensack Ave.
Building #43
Kearny, NJ 07032

Customer Service Phone: (201) 275-3965
Customer Service Fax: (201) 299-3548
Customer Service email: customer_service@thetrianglegroup.com
Nancy Canovas, Director of Customer Service, (201) 679-1479

The freight terms for all wearing apparel shipped from the NY/NJ commercial zone are F.O.B. consolidator. Therefore, it is the vendor's responsibility to arrange and pay for the delivery to TI Logistics. Dillard's considers the following zip codes for NY/NJ commercial zones to be 070-079, 086-089 and 100-119.

Dillard's Owned Consolidator

Dillard's Consolidation - 0031(NC)
1315 Peach Orchard Road
Salisbury, NC 28146

Cross Dock Manager Phone: (704) 630-4777

Dillard's Consolidation - 0037(TX)
4501 N Beach Street
Fort Worth, TX 76137

Cross Dock Manager Phone: (817) 831-5102

When shipping to Dillard's Consolidation Center in Salisbury, NC via Saia;

1. Bill of Lading Options:
 - a. Create a bill of lading addressed to the Dillard's Consolidation – 0031 (NC) 1315 Peach Orchard Road Salisbury, NC 28146 containing all PO details for each ship to location.
2. Create carton labels addressed to the destination DC (address on PO)
3. Shrink wrap pallets by destination DC and securely attach additional label to the pallet addressed to:

Dillard's Consolidation - 031
1315 Peach Orchard Road
Salisbury, NC 28146
4. Mark pallet: DO NOT BREAK DOWN

When shipping to Dillard's Owned Consolidation Center via Truckload carrier;

1. Create an individual bill of lading for each ship to location with all PO information.
2. Complete a Consolidated Bill of Lading Recap sheet to go with multiple bills of lading going to a consolidator. (*See Page 20*)
3. Create carton labels addressed to the destination DC (address on PO)

Consolidated Bill of Lading Recap

PICKUP DATE: _____

CARRIER LOAD/PRO#

SHIP FROM

NAME: _____

ADDRESS: _____

CITY/ST/ZIP: _____

Dillard's Load ID (REQUIRED):
DIL _____

Master Bill of Lading# (OPTIONAL); If BOL# Not Listed Then Use Load ID:
BOL#: _____

CONSOLIDATION SHIP TO

NAME: _____

ADDRESS: _____

CITY/ST/ZIP: _____

Carrier Name: _____

Carrier SCAC: _____

Carrier Trailer: _____

Seal Number: _____

The individual bills of ladings must be attached to this manifest and presented to driver at time of pickup.

Destination	BOL Number(s)	Dillard's Shipment ID#	Cartons	Weight
Salisbury, NC	_____	_____	_____	_____
DC#0021				
Valdosta, GA	_____	_____	_____	_____
DC#0022				
Olathe, KS	_____	_____	_____	_____
DC#0023				
Mabelvale, AR	_____	_____	_____	_____
DC#0024				
Ft. Worth, TX	_____	_____	_____	_____
DC#0027				
Gilbert, AZ	_____	_____	_____	_____
DC#0029				

TOTALS _____

Please Note: This Recap is for reference only as driver MUST sign ALL attached bills of lading

Section 6 Furniture or Fixture Shipments

Blanket Wrapped:

Blanket wrapped or fixture shipments requiring special handling should be routed by calling (501) 455-6696.

Cartons Or Pad Wrapped:

If shipping cartons or pad wrapped, see below. It is the shipper's responsibility to make sure the shipment is properly packaged or crated in order to be shipped via common carrier.

Ship FedEx Ground Collect:

Shipment is 250 pounds or less **AND** 25 cartons or less

FedEx Ground Collect (FDEG) do not mark "Bill Recipient"

Contact FedEx Ground (866) 463-3339

When calculating total shipment weight for parcel shipments, use the greater of either actual or dimensional weight (see dimensional weight calculation section).

Parcel shipments should not include cartons that exceed 130 inches in length and girth. The length and girth of a package is (length) plus (two times the height) plus (two times the width).

Dillard's does not accept prepay and add. Freight charges cannot be added to an invoice.

TMS Shipments: (See Section 3 for details)

Shipment is 251 pounds or greater **OR** 26 cartons or greater

Furniture shipments greater than 250 pounds OR greater than 25 cartons but less than or equal to 5,000 pounds or 1,000 cubic feet (per D.C.); use the following matrix:

FROM:	
NC	SBFE
VA	SBFE
OTHER	Must be submitted through TMS

Furniture shipments that are over 5,000 pounds OR 1,000 cubic feet must be submitted through TMS.

Section 7

DC Bypass Shipments (POE)

DC Bypass (POE) shipments are full container shipments of imported merchandise where:

Vendor is the Importer of Record.

Vendor is responsible for transportation from the port of entry through delivery to Dillard's deconsolidation DC's door.

All vendors must be preapproved to deliver full containers to Dillard's prior to making DC Bypass shipments.

Vendors with EDI exemption are NOT eligible to ship by DC Bypass, with the exception of furniture suppliers. Vendors must be able to label with UCC128 labels and transmit an ASN to Dillard's in order to be eligible for DC Bypass shipping.

Because DC Bypass shipments are not collect shipments, they are not required to be entered into TMS.

POE Manifest and Documentation

Review the Dillard's DC Bypass (POE) Checklist document for the latest POE shipping information and guidelines by going to the Dillard's extranet site <https://ebiz.dillards.com>.

After logging in, select:

- Apps
- Documents and Guides
- Document Viewer
- Port of Entry (POE) Checklist

Complete the required Container Delivery Manifest form through Dillard's extranet site <https://ebiz.dillards.com>.

After logging in, select:

- Apps
- Logistics
- Port of Entry

This page opens into the POE Container Delivery Manifest form that must be completed and submitted 5 days after the vessel departs the original port of loading (ETD +5).

Failure to submit a POE Container Delivery Manifest will result in a chargeback.

Please email DC Bypass shipment questions to traffic.poe@dillards.com.

Section 8 Air Shipments

Dillard's does not request nor encourage air shipments. However, if air shipments are necessary, the following procedures are to be adhered to:

If Dillard's is to pay for any portion of the shipment, the air shipment must be made via FedEx Express, "Bill Recipient". **Use only Standard Overnight or 2nd Day Service.** Once Dillard's has paid the FedEx airbill, a chargeback will be issued to the vendor for the agreed amount.

If a carrier, other than FedEx Express, is used the vendor will be responsible for 100% of the shipping charges and will assume 100% of the loss and damage liability.

The Divisional Chairman must approve any air shipment for which Dillard's is responsible for any portion of the air charges. Failure to obtain this approval prior to shipping will result in a 100% chargeback of the air freight charges to the vendor.

Vendors may verify an air approval through the Corporate Logistics Department at traffic.office@dillards.com.

Vendors may ship using their own air freight carrier, provided they are paying 100% of the air freight and any other charges related to that shipment.

Approvals are not required for vendor prepaid shipments.

Dillard's will not accept prepay and add shipments. Any freight charges added to a merchandise invoice will be deducted before payment.

Approvals are issued on an individual purchase order basis.

All Dillard's approved air shipments are to be shipped "BILL RECIPIENT" using the assigned account number.

Do not declare value on the air shipment.

There should be no air shipments made to a consolidation center.

All air shipments must be sent to the "Ship To" location on the Purchase Order.

To obtain the appropriate FedEx Express account number for the shipment, please email our Corporate Logistics Department at parcel@dillards.com. Email should include origin, destination, PO number, carton count, weight and service level request.

Section 9

Shipping Violation Chargebacks

DESCRIPTION	PROCESSING CHARGE
<p>Redelivery and Storage Redelivery and storage charges involved in a recalled shipment.</p>	Cost of redelivery & storage plus a \$50 handling charge
<p>Carrier Violations Use of a Dillard's preferred carrier other than the one specified on the routing instructions.</p> <p>Use of a Dillard's non-preferred carrier.</p>	100% of the freight charges
<p>Multiple Shipments on the Same Day Multiple shipments to the same destination, on the same day, from the same origin not combined on one bill of lading.</p>	100% of freight charges plus 100% of liability for loss and damages
<p>Consecutive Day Shipments Shipments to the same destination on consecutive days (including weekends).</p>	100% of freight charges
<p>Consecutive Day Shipments Shipments to the same destination on consecutive days (including weekends).</p>	50% of freight charges for the consecutive day freight charges
<p>Shipment Not Entered into TMS</p>	\$500 for each shipment plus 100% of the freight charges
<p>Loading Charges Loading charges assessed to Dillard's by a carrier</p>	100% of loading charges
<p>Load Sequence Shipments not loaded in the order as shown on the TMS Routing Instructions</p>	100% of excess freight charges or \$1,000 (whichever is greater)
<p>TMS Shipment Information Violation These occur when the weight or cube requested do not match what is delivered to the DC within 10%.</p>	Excess freight charges or \$300 (whichever is greater)
<p>Detention Charge Delaying a truck driver at origin beyond two hours for a Truckload Carrier or 1 hour for a Less Than Truckload Carrier / Consolidator during live loading. The free time starts either when the vendor begins loading the shipment or at the earliest arrival of the carrier within the scheduled appointment time.</p>	\$50 for every 15 minutes or fraction thereof
<p>Layover/Truck Order Not Used Driver arrived for scheduled appointment and freight was not ready.</p>	\$500 per occurrence
<p>Palletization Pallet violation</p>	100% of freight charges

Shipping Violation Chargebacks

DESCRIPTION	PROCESSING CHARGE
<p>Trailer Seal Requirement All full truckload trailers must be sealed with a bolt seal. Plastic or non-barrier seals are no longer acceptable.</p>	Minimum of \$1,000 up to the value of the freight
<p>Unauthorized Air Shipments As Described in Section 7.</p>	100% of charges, 100% loss and damage liability
<p>Misconsignments Unauthorized shipments to a location other than the "SHIP TO" location specified on the order, without specific written instructions from Dillard's Corporate Logistics Department.</p>	\$50 per carton
<p>Early Shipments Any order that ships to the DC prior to the 'do not ship before date' specified on the purchase order.</p>	\$200 charge
<p>Bills of Lading Failure to provide the correct Dillard's TMS Load ID in the special instructions section or CID# field on the bill of lading form.</p>	\$200 per occurrence
Failure to itemize carton count by purchase order or failure to list purchase order numbers.	\$100 per PO not listed
Failure to properly describe shipment on the BOL.	100% of excess freight charges or \$100, (whichever is greater)
Failure to use GS1 BOL Form.	\$100 per BOL
<p>POE Container Delivery Manifest Failure to submit a POE Container Delivery Manifest 5 days after the vessel departs the original port of loading (ETD +5).</p>	\$1,000 per container
<p>Sort & Segregation Charge Failure to load consolidation trailers by DC.</p>	\$0.50 per carton

Section 10

Corporate Logistics Directory

General Questions traffic.office@dillards.com	(501) 455-6635
TMS Routing - East of Mississippi River TMS Routing - West of Mississippi River tms.routing@dillards.com	(501) 455-6631 (501) 455-6620
TMS Technical Support tms.admin@dillards.com	(501) 455-7733
Furniture or Fixtures - Blanket Wrapped traffic.office@dillards.com	(501) 455-6696
Director – Shelly Robeaux shelly.robeaux@dillards.com	(501) 455-6404

Distribution Center – Directory

#021

Dillard's, Inc
1315 Peach Orchard Road
Salisbury, NC 28146
traffic.0021@dillards.com

Tom Weaver	Distribution Center Manager	(704) 630-4711
Van Helms	Traffic Coordinator & Refusal Mgr	(704) 630-4777
		(704) 630-4819 Fax

#022

Dillard's, Inc
800 Gil Harbin Industrial Blvd.
Valdosta, GA 31601
traffic.0022@dillards.com

Donna Tanner	Distribution Center Manager	(229) 249-6411
Ronnie Weeks	Traffic Coordinator	(229) 249-6400
		(229) 249-6456 Fax
Barbara Bowen	Refusal Manager	(229) 249-6419
		(229) 249-6410 Fax

#023

Dillard's, Inc
700 E 151 Street
Olathe, KS 66062
traffic.0023@dillards.com

John Paul	Distribution Center Manager	(913) 791-6411
Jean Lafferty	Traffic Coordinator	(913) 791-6436
Kim Wright	Refusal Manager	(913) 791-6478
		(913) 791-6410 Fax

#024

Dillard's, Inc
11701 Otter Creek Road South
Mabelvale, AR 72103
traffic.0024@dillards.com

Dale Moore	Distribution Center Manager	(501) 455-6421
Charlene McDaniel	Traffic Coordinator & Refusal Mgr	(501) 455-6436
		(501) 210-9636 Fax

#027

Dillard's, Inc
4501 N Beach Street
Fort Worth, TX 76137
traffic.0027@dillards.com

Miko Alexander	Distribution Center Manager	(817) 831-5265
Debby Anthony	Regional Logistics Manager	(817) 831-5102
Sherry Woodrome	Refusal Manager	(817) 831-5314
		(817) 831-5494 Fax

#029

Dillard's, Inc
396 N William Dillard Drive Bldg. D
Gilbert, AZ 85233
traffic.0029@dillards.com

Pete Saule	Distribution Center Manager	(480) 545-6411
Lisa Parker	Traffic Coordinator	(480) 545-6436
		(480) 545-6418 Fax
Karen Aalbregtse	Refusal Manager	(480) 545-6456
		(480) 545-6409 Fax