

# INTRODUCTION

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## ***Philosophy***

Burlington Stores' Supply Chain is committed to providing our vendors and customers with superior service. Our goal is to give our customers a convenient, one-stop shopping experience by presenting a large assortment of current, high-quality, and name-brand merchandise at substantial discounts. As a valued trading partner, we would like to simplify your experience with our redesigned vendor manual.

## ***Purpose of the Vendor Manual***

The purpose of Burlington Stores' vendor manual is to keep our vendors informed of our policies, procedures, and expectations. This vendor manual is considered to be a set of guidelines we ask our vendors to follow. Following these guidelines will allow your products to flow through our distribution centers in a quick and efficient manner. This manual covers the requirements for shipping merchandise to Burlington Stores, MJM Designer Shoes, Baby Depot, Luxury Linens, Cohoes and Modecraft.

It is important to review both our vendor manual as well as our vendor website prior to shipping to be sure our expectations are met. Please note that the information in this manual is subject to change and updated as needed. It is important that you check the online version of the manual found at <http://www.burlingtoncoatfactory.com/Vendors> to be sure you have the most up to date information.

Please review all of the requirements in this manual carefully. Not following the requirements contained in this document may result in delayed receipt of your goods, possible refusal of the shipment(s), as well as expense offsets to your company.

All vendors are encouraged to reach out to the Vendor Relations department to set up a meeting or conference call to discuss the requirements that are outlined in this manual. It is also helpful for all vendors to participate in the "Vendor Operations Meeting" which takes place in our Edgewater Park, NJ distribution center every other month beginning in January. For those vendors who are not located near our New Jersey facility, there are also webinars which will provide the same information. Details about both events are typically sent out about three weeks prior to the event. For more information please contact the Vendor Relations department.

Questions regarding this manual should be directed to the Vendor Relations department. Please reference the below contact information that may be used frequently when shipping your merchandise to our distribution centers:

### **Vendor Setup Department**

**609-387-7800 x73022**

[vendor.setup@burlingtonstores.com](mailto:vendor.setup@burlingtonstores.com)

The Vendor Setup department can be contacted with any vendor setup or maintenance concerns including new account setup, vendor form completion, account updates, TMS (Transportation Management System) access, and Gateway (web based EDI solution) access.

**Vendor Relations Department****609-387-7800 x73318**[vendor.relations@burlingtonstores.com](mailto:vendor.relations@burlingtonstores.com)

Burlington has implemented a “Single Point of Contact” team to act as a liaison between the vendor and Burlington’s internal departments to ensure that all of your inquiries are handled in a timely and efficient manner.

The Vendor Relations department can be contacted with compliance issues, packing and labeling questions, as well as floor ready questions regarding hangers, tickets, and size markers. This department can also assist with general EDI/Gateway questions as well as understanding Burlington Stores’ requirements for shipping your product to us.

For information regarding payment of invoices, checks, shortage deductions, new stores discounts, or any other accounts payable related issues, please contact our Single Point of Contact team via [Vendor.Relations@burlingtonstores.com](mailto:Vendor.Relations@burlingtonstores.com).

**EDI Department****609-387-7800 x73340**[edi.support@burlingtonstores.com](mailto:edi.support@burlingtonstores.com)

The EDI department provides technical support for Burlington Stores’ Gateway system, testing for traditional EDI, as well as technical support for the transmission of data and EDI mapping. This department can also assist with allowing Burlington Stores access to your UPC catalog.

**Routing Department****609-387-7800 x72181 or 72182**[routing.request@burlingtonstores.com](mailto:routing.request@burlingtonstores.com)

The Routing department will assist with routing for collect shipments as well as routing linear/volume shipments.

**Appointment Scheduling Office****609-387-7800 x73024 or 73027**[BCF.Scheduling.East@burlingtonstores.com](mailto:BCF.Scheduling.East@burlingtonstores.com)[BCF.Scheduling.West@burlingtonstores.com](mailto:BCF.Scheduling.West@burlingtonstores.com)

The Scheduling department will assist your carrier in coordinating an appointment to deliver your shipment to one of our distribution centers.

**Vendor Compliance Portal**<https://www.tradingpartnerinsight.com/bcf/>

This portal provides vendors the ability to view vendor compliance (VC) and freight (FRT) chargeback details, photos and other supporting chargeback data, download individual compliance chargeback details, submit disputes, as well as view the resolution status. For login creation or assistance with the Vendor Compliance portal, please send an email to the Vendor Relations department with your contact information.

**FineLine Technologies****1-800-500-8687****US Support:** [support@finelinetech.com](mailto:support@finelinetech.com)**HK Support:** [support@finelinetech.com.hk](mailto:support@finelinetech.com.hk)

FineLine is Burlington Stores’ ticket provider. To order price tickets, log in to FineLine’s website (<https://www.finelineglobal.com/FastTrak>). For assistance, please contact them directly. Should you need further assistance, please reach out to the Vendor Relations department.

**Purchase Order Entry (POE)**

The Purchase Order Entry Team (POE) will assist you with all changes needed on purchase orders.

PO-Mens@BurlingtonStores.com

PO-Home@BurlingtonStores.com

PO-Shoes@BurlingtonStores.com

PO-Accessories-handbags@BurlingtonStores.com

PO-Kids@BurlingtonStores.com

PO-Accsry-IA@BurlingtonStores.com

PO-Coats@BurlingtonStores.com

PO-Ladies-JRS@BurlingtonStores.com