

-----Original Message-----

From: NMGOPS.com Web Site Notification [mailto:NMGOPS@neimanmarcus.com]

Sent: Saturday, February 04, 2012 12:08 AM

Subject: NMD Return to Vendor New Claim Letter System

Dear Vendor,

Neiman Marcus Direct is pleased to share with our vendors a new method of communicating RTV claims. All RTV claim letters regarding defective merchandise will be available for viewing online through the following link:

<https://docunav.nmgops.com/VendorLink>

On Friday evening of each week, an email notification will be sent to any vendor who has a new claim. The email notification will contain a link where the claim can be viewed utilizing the DUNS number. The DUNS number must be 11 digits in length. If the DUNS number is less than 11 digits, the appropriate number of zeros must be added to the beginning of the number when entering it. A response to the claim letter must be received within 10 business days of the date the email notification is sent. Please be sure that you are signed up to receive email notifications from our NMGOPS site. This is a requirement for the notification process. If you have not already done so, you can access the following link to sign up: <http://www.nmgops.com/maillist.asp>

Along with this change, we will be discontinuing the process of mailing and faxing RTV claim letters. If you have been receiving claim letters through this method, please be aware that this process will no longer be available, and the letters should be viewed at the link listed above.

If there are any questions or assistance needed, please contact us through our RTV email address:

[nmdrtv@neimanmarcus.com](mailto:nmdrtv@neimanmarcus.com) or the Las Colinas/Irving RTV Department at 972-401-6919, the Pinnacle Park RTV Department at 214-331-9607, or the North Carolina RTV Department at 972-401-6474. If you are unsure of which location to contact, please check the upper left hand address of the claim letter as it will identify the correct location to contact.

It is our goal at Neiman Marcus Direct to provide our customer with superior merchandise. It is our expectation that the vendor will provide a product free of defect and conforming to the purchase order agreement. In accordance with the purchase order agreement, we will return to the vendor all merchandise that does not conform to the agreement. Merchandise will be returned to the vendor if determined to be of a less than perfect quality. This includes merchandise found to not have survived the inspections, acceptance, and payment of our customer as well as merchandise found to be defective at point of receipt or during our auditing processes.

PLEASE NOTE: If you have received 2 claim letters on Friday evening, please accept our apologies and disregard the first one, as it contains formatting issues in the email.

Thank you,  
Neiman Marcus Direct  
RTV Department