

INTRODUCTION

Philosophy

Burlington's 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. With our redesigned vendor manual, we aim to simplify your experience as a valued trading partner.

Purpose of the Vendor Manual

Following these guidelines and requirements will ensure that your products flow through our distribution centers in a quick and efficient manner. This manual covers the requirements for shipping merchandise to Burlington, MJM Designer Shoes, Baby Depot, Cohoes and Burlington Stores Inc/Burlington Merchandising Corporation.

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 www.burlington.com/Vendors for the most up-to-date information. Failure to follow the requirements in this manual may result in delayed receipt of your goods, possible refusal of the shipment(s), as well as expense offsets to your company.

Contacts

Vendor Relations Department

609-387-7800 x73318

vendor.relations@burlington.com

This single point of contact team acts 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. Vendor Relations can be contacted with general questions regarding Accounts Payable, Compliance, and EDI/Gateway.

EDI Department

609-387-7800 x73340

edi.support@burlington.com

Burlington's EDI department provides technical support for Gateway, as well as EDI testing/mapping, and access to UPC catalogs.

Routing Department

609-387-7800 x72181

bcrout@burlington.com

Burlington's Routing department provides assistance with routing for collect and linear/volume shipments.

Appointment Scheduling Office

609-387-7800 x73024

East Coast: autoschedule-east@burlington.com

West Coast: autoschedule-west@burlington.com

Changes or follow-up communication regarding appointment requests using the new system should be directed to Burlington.ASM@burlington.com

TMS SupportTMS.Support@burlington.com**609-387-7800 x73350**

Assists collect vendors with account setup and technical and compliance support on Burlington's Transportation Management System (TMS/Manhattan)

Traverse Portal<https://burl.traversesystems.com>

The Traverse Portal provides vendors the ability to view check remittances, invoices, and to view/dispute vendor compliance (VC) charges. For login creation or assistance please send an email to vendor.setup@burlington.com

FineLine Technologies**US Support:** support@finelinetech.com**1-800-500-8687****HK Support:** support@finelinetech.com.hk

FineLine is Burlington's ticket provider. To order price tickets, log in to FineLine's website (www.finelineglobal.com/FastTrak). Should you need assistance, please reach out to the Vendor Relations department.