

# INTRODUCTION

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## ***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, Luxury Linens, 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](http://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](mailto: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](mailto: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 or 72182**

[routing.request@burlington.com](mailto:routing.request@burlington.com)

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

### **Appointment Scheduling Office**

**609-387-7800 x73024 or 73027**

[BCF.Scheduling.East@burlington.com](mailto:BCF.Scheduling.East@burlington.com)

[BCF.Scheduling.West@burlington.com](mailto:BCF.Scheduling.West@burlington.com)

Burlington's Scheduling department provides assistance to your carrier in coordinating an appointment for delivery of shipments to one of our distribution centers.

**TMS Support**[TMS.Support@burlington.com](mailto:TMS.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)

**Trading Partner Portal**<https://burl.traversesystems.com>

The Trading Partner Portal provides vendors the ability to view check remittances and to view/dispute vendor compliance (VC) charges. For login creation or assistance please send an email to the [Vendor Setup](#).

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

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