

Invoicing Instructions and Terms

As an Accounts Payable Department, we value our good relationship with vendors and suppliers and strive to maintain these relationships through communication and timely invoice processing. In order for vendors to receive prompt payment of invoices, it is critical that the following invoicing instructions be followed. Failure to follow these instructions will result in delays of payment and additional administrative costs, which result in handling charges to your company.

1. Always ship from a valid purchase order, either EDI or written.
2. Verify the accuracy of all purchase order details including item price, payment terms, shipping instructions, etc. All discrepancies should be corrected before shipping.
3. EDI 810 invoices for merchandise purchases are required. Failure to provide EDI 810 invoices will result in Expense Offset deductions.
4. To enroll in our EDI programs and for 810 testing you must first contact:

EDI Manager
edi@bonton.com

5. Your EDI 810 invoices must be 100% accurate and include all required segments. Chargebacks will also be issued for inaccurate 810 production data including incorrect or missing store numbers, duplicate transmissions, costs that do not match PO, incorrect or missing PO number.
6. Terms are calculated upon receipt of goods (ROG) date or receipt of invoice, whichever is later. Due date will be considered extended without loss of discount until the invoice is received. For EOM terms, merchandise received on or after the 25th of a month will be paid as though received on the first of the following month and will fall due on the 10th of the next month.

Example: Merchandise received on 4/25/02 with terms of 8/10 EOM will have a payment due date of 6/10/02.

7. Invoices must not contain freight or other non-merchandise related charges. Invoiced freight charges must be authorized in advance by Corporate Transportation. Contact Corporate Transportation concerning any invoice for freight charges.
8. Do not send more than one invoice per store per purchase order per shipment. Multiply invoices per store per shipment will result in non-compliance chargebacks.
9. Requests for chargeback copies, correspondence concerning invoices not paid or short paid and other payment disputes must be received in Accounts Payable within 12 months from invoice date or check date. All requests for payment of unpaid invoices more than 6 months old must be accompanied by a valid, signed proof of delivery.
10. New store / new door – We ask that your company contribute 5% of the initial cost purchases for the opening orders for each new store or new door. The 5% will be deducted from invoice payments. These dollars are used to maximize the selling of your product in the store's market and offset expenses related to promotional strategies.

11. A payment term of less than 30 days for merchandise invoices is unacceptable. Exceptions must be approved by the Chief Financial Officer or involve a true cash discount of 3% or less.
12. If merchandise is shipped early, payment due date is calculated from the "start ship date" indicated on the purchase order contract.
13. There is a \$25 fee for providing proof of delivery on returned merchandise.
14. We will assess a \$50 fee if we need to request invoice copies two or more times for aged receipts.
15. Do not send duplicate invoices, copies or screen prints to Accounts Payable unless requested to do so. Do not send order confirmations, bills of lading or packing slips to AP.
16. New Vendors – INITIAL ORDERS ONLY – 90-day payment terms are mandatory. Invoice payment will be made 90 days from receipt of goods (ROG date).
17. Failure to follow these instructions will result in a chargeback. Violation amounts are based on the time required to correct the error in Accounts Payable when invoices are processed. The purpose is not to chargeback your company, but to receive the invoices in the required format.
18. Damage Allowances. Do not include damage allowances on your EDI invoice. Damage allowances are deducted from invoices automatically based on the negotiated percentage. Damage allowances will appear as deductions on your check.

Key Contacts: Mailing Addresses, E-mail Addresses & Phone Numbers

1. Original invoices and any concerns or questions regarding invoicing instructions, invoice disputes, late payments or chargebacks should be directed in writing to:

The Bon-Ton Department Stores, Inc.
Corporate Accounts Payable
601 Memory Lane
PO Box 2821
York, PA 17405

Internet e-mail address: ap@bonton.com

2. Our online Vendornet Portal can be accessed at <http://vendornet.bonton.com>. Utilizing the vendornet you will be able to access your trial balance, paid check information, invoice status and chargeback information.

AP RESEARCH CUSTOMER SERVICE REP ALIGNMENT

Please see our listing of AP Research Customer Service Representatives shown below:

Department Supervisor Stacey Horn

Phone 717-751-8830 or internal ext 2130

Email Stacey.Horn@bonton.com

Claiborne, Jones Apparel Group, and Lauder Group

AP Customer Service Lead Bonnie Shettle

Phone 717-751-8843 or internal ext 2143

Email Bonnie.Shettle@bonton.com

Letters A, B, C plus all expenses vendors

AP Customer Service Rep Pat Gentzler

Phone 717-751-8835 or internal ext 2135

Email PGentzler@bonton.com

Letters D, E, F, G, H, I, and J

AP Customer Service Rep Open

Phone 717-751-8823 or internal ext 2123

Email

Letters K, L, M, N, O, P, Q, and R

AP Customer Service Rep Linda Young

Phone 717-751-8832 or internal ext 2132

Email Linda.Young@bonton.com

Letters S, T, U, V, W, X, Y, and Z

AP Research Assistant Renate Freed

Phone 717-751-8834 or internal ext 2134

Email renate.freed@bonton.com

All Import Letters of Credit and Wire Transfers

AP Research Manager Melissa Snyder

Phone 717-751-8853 or internal ext 2153

Email Melissa.Snyder@bonton.com