



April 3, 2009

Dear Belk Vendor,

In February 2009, Belk sent a letter to all active vendors detailing our plans to outsource our accounts payable functions to Cognizant Technology Solutions. We have been training the Cognizant associates on accounts payable functions since last November and are now ready to move on to the next phase of this transition.

**Effective immediately, we would like you to channel all your inquiries to our offshore teams via the email addresses listed below. We would like email to become our primary communication as it provides documentation for all inquiries and enables us to monitor all communication with the Cognizant staff to ensure requests are addressed accurately.**

Please be advised that the Belk Accounts Payable IVR system will still be available to answer common payable questions. You can access the IVR system at 704-357-1050. If you do not have a 12 digit account number to access the IVR system, please contact us at [VCG@Belk.com](mailto:VCG@Belk.com) and we will assist you in getting enrolled for IVR access.

You will have the ability to communicate verbally with the offshore staff directly and that information is also provided below, but we ask that your primary means of communication be email and utilization of the IVR system before contacting the offshore team directly.

By using the respective email addresses below, your inquiry will reach the appropriate team in our offshore organization. Depending on the complexity of the issue and the supporting documentation attached to the email, we may log the correspondence and track it to completion using a first in, first out methodology. As we move forward with this transition to a steady state, you should find that the experience with the new team should begin to mirror what you have come to expect from our onshore merchandise payable team.

<b>Issue</b>	<b>Send Email to:</b>	<b>To Speak to the Offshore team:</b>
• any questions concerning the transmission of ASNs	ASN@Belk.com	dial 1-973-368-0361 - when you hear the IVR menu, select option 1
• any vendor compliance issues (compliance/rubber dock chargebacks)	Vendor_Compliance@Belk.com	dial 1-973-368-0361 - when you hear the IVR menu, select option 2 and then press 1
• any merchandise payable issues (invoice payment, chargebacks for non-vendor compliance Issues)	AP_Correspondence@Belk.com	dial 1-973-368-0361 - when you hear the IVR menu, select option 2 and then press 2
• any expense payable issues (invoice payment, correspondence, etc)	Expense_Payables@Belk.com	dial 1-973-368-0361 - when you hear the IVR menu, select option 3
• any vendor address/information maintenance or to get IVR access	VCG@Belk.com	dial 1-973-368-0361 - when you hear the IVR menu, select option 5
• any debit balance inquiry	Debit_Balance@Belk.com	dial 1-973-368-0361 - when you hear the IVR menu, select option 5

## Direction for Sending Correspondence To Belk Accounts Payable

- \*\* Direct correspondence based upon the reason code of the issue listed below
- \*\* You may combine issues for different reason codes in the same correspondence only if the fax/email destination is the same
- \*\* You may email your correspondence with attachment or fax - no need to do both
- \*\* Please include an email address on any faxes where we can reach you with a response or any questions

Reason Code	Description	Fax #	Email Address
	unpaid invoice	888-773-5276	AP_Correspondence@Belk.com
01	duplicate payment	888-773-5276	AP_Correspondence@Belk.com
02	unit cost adjustment		Contact respective merchant directly
03	concealed shortage	888-773-5276	AP_Correspondence@Belk.com
04	shipment overage	888-773-5276	AP_Correspondence@Belk.com
05	Diff in our return and your credit memo	888-773-5276	AP_Correspondence@Belk.com
06	Defective Merchandise	888-773-5276	AP_Correspondence@Belk.com
07	Not shipped within Authorized dates	888-773-5276	AP_Correspondence@Belk.com
08	overshipped	888-773-5276	AP_Correspondence@Belk.com
09	not ordered	888-773-5276	AP_Correspondence@Belk.com
10	style sub	888-773-5276	AP_Correspondence@Belk.com
11	color sub	888-773-5276	AP_Correspondence@Belk.com
12	size sub	888-773-5276	AP_Correspondence@Belk.com
13	repair or replace	888-773-5276	AP_Correspondence@Belk.com
14	credit as agreed	888-773-5276	AP_Correspondence@Belk.com
15	consignment merchandise	888-773-5276	AP_Correspondence@Belk.com
16	credit memo	888-773-5276	AP_Correspondence@Belk.com
17	repayment of duplicate deduction	888-773-5276	AP_Correspondence@Belk.com
18	destroy in field	888-773-5276	AP_Correspondence@Belk.com
19	re-stocking/re-handling fee	888-773-5276	AP_Correspondence@Belk.com
20	markdown allowance		Contact respective merchant directly
21	co-op advertising		mail to PO Box 190238 Charlotte, NC 28219-4405
22	extension error	888-773-5276	AP_Correspondence@Belk.com
23	vendor adjustment	888-773-5276	AP_Correspondence@Belk.com
24	double shipment	888-773-5279	Vendor_Compliance@Belk.com
25	other	888-773-5276	AP_Correspondence@Belk.com
26	mdse not rcdv/pod not prov/provide POD	888-773-5276	AP_Correspondence@Belk.com
27	Damaged UPS vendor files claim	888-773-5276	AP_Correspondence@Belk.com
28	damaged allowance	888-773-5281	VCG@belk.com
29	incorrect ASN vs carton contents	888-773-5279	Vendor_Compliance@Belk.com
30	discount adjustment	888-773-5276	AP_Correspondence@Belk.com
34	invoice not sent via EDI	888-773-5279	Vendor_Compliance@Belk.com
35	Carton Exceeds weight limit	888-773-5279	Vendor_Compliance@Belk.com
36	ASN transmitted after receiptp	888-773-5279	Vendor_Compliance@Belk.com
37	Incorrect store # on carton	888-773-5279	Vendor_Compliance@Belk.com
38	Incorrect store +PO on carton	888-773-5279	Vendor_Compliance@Belk.com
39	Incorrect store + dept on carton	888-773-5279	Vendor_Compliance@Belk.com
40	Incorrect packing slip on carton	888-773-5279	Vendor_Compliance@Belk.com
41	Trade discount only	888-773-5276	AP_Correspondence@Belk.com
42	incorrect PO on carton	888-773-5279	Vendor_Compliance@Belk.com
43	Carton sealed with Bands/straps/not sealed	888-773-5279	Vendor_Compliance@Belk.com
44	Invoice/Return discount discrepancy	888-773-5276	AP_Correspondence@Belk.com
45	Incorrect Dept + PO # on carton	888-773-5279	Vendor_Compliance@Belk.com
46	Incorrect Dept	888-773-5279	Vendor_Compliance@Belk.com
47	No store + PO on carton	888-773-5279	Vendor_Compliance@Belk.com
48	No store + dept on carton	888-773-5279	Vendor_Compliance@Belk.com
49	No store + dept +PO on carton	888-773-5279	Vendor_Compliance@Belk.com
50	No Dept # on carton	888-773-5279	Vendor_Compliance@Belk.com
51	No packing slip on carton	888-773-5279	Vendor_Compliance@Belk.com

Reason Code	Description	Fax #	Email Address
52	Packing slip/Inv was not broken down to sku level	888-773-5279	Vendor_Compliance@Belk.com
53	No Dept on inv	888-773-5279	Vendor_Compliance@Belk.com
54	No store # on inv	888-773-5279	Vendor_Compliance@Belk.com
55	No PO on invoice	888-773-5279	Vendor_Compliance@Belk.com
56	Not packed separately by store or PO #	888-773-5279	Vendor_Compliance@Belk.com
57	No dept + PO on carton	888-773-5279	Vendor_Compliance@Belk.com
58	No store # on carton	888-773-5279	Vendor_Compliance@Belk.com
59	No PO # on carton	888-773-5279	Vendor_Compliance@Belk.com
60	Demo Salary	888-773-5276	AP_Correspondence@Belk.com
61	cosmetic commission	888-773-5276	AP_Correspondence@Belk.com
62	Gratis	888-773-5276	AP_Correspondence@Belk.com
63	Modeling	888-773-5276	AP_Correspondence@Belk.com
64	Special Negotiations	888-773-5276	AP_Correspondence@Belk.com
65	Gift Certificates	888-773-5276	AP_Correspondence@Belk.com
66	Salary Support		Contact respective merchant directly
67	Incorrect ASN sku	888-773-5279	Vendor_Compliance@Belk.com
68	Incorrect store+ dept + PO on carton	888-773-5279	Vendor_Compliance@Belk.com
69	Inaccurate Bill of Lading	888-773-5279	Vendor_Compliance@Belk.com
70	freight overcharge on Invoice	888-773-5279	Vendor_Compliance@Belk.com
71	tax/insurance + freight allowance	888-773-5276	AP_Correspondence@Belk.com
72	Freight allowance	888-773-5276	AP_Correspondence@Belk.com
73	Freight on Inv + tax/ins/ freight allowance	888-773-5276	AP_Correspondence@Belk.com
74	Freight on Inv + freight allowance	888-773-5276	AP_Correspondence@Belk.com
75	Missing/Unuseable/Incorrect ASN	888-773-5279	Vendor_Compliance@Belk.com
76	freight overcharge on Invoice + tax/ins/frt allow	888-773-5276	AP_Correspondence@Belk.com
77	freight overcharge on invoice + freight allow	888-773-5276	AP_Correspondence@Belk.com
78	no backorder allowed	888-773-5279	Vendor_Compliance@Belk.com
79	no bill of lading	888-773-5279	Vendor_Compliance@Belk.com
80	missing UPC ticket	888-773-5279	Vendor_Compliance@Belk.com
81	wrong retail on UPC ticket	888-773-5279	Vendor_Compliance@Belk.com
82	no order on file	888-773-5279	Vendor_Compliance@Belk.com
83	unreadable UPC bar code on vendor ticket	888-773-5279	Vendor_Compliance@Belk.com
84	Missing/unacceptable hanger	888-773-5279	Vendor_Compliance@Belk.com
85	No UCC128 label on carton	888-773-5279	Vendor_Compliance@Belk.com
86	Unreadable UCC128 label on carton	888-773-5279	Vendor_Compliance@Belk.com
87	No retail on UPC ticket	888-773-5279	Vendor_Compliance@Belk.com
88	Not ordered sku	888-773-5279	Vendor_Compliance@Belk.com
89	Quantity received in excess of ordered sku quantity for store	888-773-5279	Vendor_Compliance@Belk.com
90	shipped early	888-773-5279	Vendor_Compliance@Belk.com
91	wrong ticket affixed to merchandise	888-773-5279	Vendor_Compliance@Belk.com
92	freight prepaid or allowed		vendorfreightoffset@belk.com
93	unauthorized/incorrect carrier		vendorfreightoffset@belk.com
94	other freight violation		vendorfreightoffset@belk.com
95	shipped to wrong DC		vendorfreightoffset@belk.com
96	store not on PO	888-773-5279	Vendor_Compliance@Belk.com
97	shipped past cancel	888-773-5279	Vendor_Compliance@Belk.com
98	SKU from different vendor	888-773-5279	Vendor_Compliance@Belk.com
99	Unknown UPC	888-773-5279	Vendor_Compliance@Belk.com