

Business Procedures

For Supporting the
Barnes & Noble
Specialty Departments

April 30, 2009

BARNES & NOBLE
BOOKSELLERS

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Introduction

This document contains the procedures for establishing and maintaining an effective and efficient business relationship with Barnes & Noble.

The information and procedures described apply to vendors supplying specialty products to:

- Barnes & Noble stores
- Barnes & Noble.com
- Barnes & Noble distribution centers

The supplying of specialty products to Barnes & Noble College Stores is not covered by these procedures.

Specialty Product Departments

This document addresses overall procedures and merchandising considerations involved with supplying specialty products to Barnes & Noble. It provides a framework for the operational interaction of our companies. Specialty product departments include:

- Barnes & Noble Home
- Café Gift
- Calendars
- Gift
- Juvenile Non-Book
- Music Accessories
- Toys and Games

Related Guidelines

Other Barnes & Noble guidelines address the specific aspects of the interaction between vendors and Barnes & Noble, such as product identification and carton labeling. The practices and procedures in these guidelines are crucial to the successful purchase and resale of your products.

This document serves as an introduction to the related guidelines and addresses topics not covered elsewhere. It is not intended to supersede any provision of the related guidelines.

The related guidelines can be accessed on the Barnes & Noble, Inc. website at:

<http://www.barnesandnobleinc.com/vendorguidelines>

They consist of:

- Business procedures for supplying books to Barnes & Noble
- Business procedures for supplying bargain books and products to Barnes & Noble
- How to mark your products (*Policy on Product Identification and Bar Coding*)
- How to prepare your product data (*Product Data Preparation Guidelines*)
- How to mark your cartons (*Carton Specifications and Labeling Guidelines*)
- How to mark your pallets (*Pallet Specifications and Labeling Guidelines*)
- Domestic freight routing guidelines
- Import shipping and routing guide
- Efficient Receipts Program

Questions?

Page 14 lists contacts in the various specialty departments who can provide answers for questions in their areas of responsibility.

In addition, a DC Vendor Contact will reach out to you upon your setup as a vendor through our distribution center. This contact can provide information regarding the procedures and related operational practices described in all Barnes & Noble guidelines.

If you are unsure as to who your DC Vendor Contact is, please ask your buyer.

Compliance

Compliance with the instructions in this document is essential to enable Barnes & Noble to offer the books and other products of our vendors to our customers in an efficient and timely manner. It is also a significant factor in our being able to reorder promptly to replace sales.

Action that may be taken by Barnes & Noble in the event of non-compliance with these guidelines is described in the *Efficient Receipts Program* (see Page 1).

Vendors Active Before January 1, 2009

Vendors active with Barnes & Noble before January 1, 2009, are expected to be in full compliance, or actively working toward compliance, with all provisions of the Barnes & Noble Business Procedures and Vendor Guidelines.

Vendors New After January 1, 2009

Vendors new to Barnes & Noble after January 1, 2009, are expected to be in full compliance, or actively working toward compliance, within 60 days of selection as a vendor.

Change Since Original Issue

The *Business Procedures For Supporting the Barnes & Noble Specialty Departments* was first issued in this format on March 2, 2009. The following (single) change has been made for this revision:

- The graphic illustrating a suitable price ticket for a non-book product for which Barnes & Noble has provided an ISBN has been updated (Page 9).

The updated illustration more accurately reflects the bar code requirements of the Barnes & Noble *Guidelines for Policy on Product Identification and Bar Coding*.

Electronic Trading Partnerships

It is the experience of Barnes & Noble that electronic trading partner relationships result in fewer errors in placing and fulfilling orders, faster reordering to replenish sales, and lower costs for both vendors and Barnes & Noble. Please inform your Barnes & Noble DC Vendor Contact of any capabilities that you have for conducting business electronically, such as conventional EDI.

In addition, Barnes & Noble has developed applications to assist trading partners who do not now have facilities for conventional EDI electronic interaction. Your DC Vendor Contact will provide information on participation in the Barnes & Noble Vendor Portal program, a web-based electronic communication of purchase orders and invoices.

Placing Products at Barnes & Noble

Content Submission and Presentation

Solicitations for all new products offered to Barnes & Noble, Inc., are to be made directly to the New York buying offices for all product categories. Direct solicitation to any store by any supplier is not permitted.

Contact information for product presentation is shown on Page 14.

Product Description

Product Identifier

The Barnes & Noble *Policy on Product Identification and Bar Coding* (see Page 1) describes in detail the guidelines for product identification and bar coding of specialty products. All products offered to Barnes & Noble must be marked in compliance with this policy.

As noted in the policy, there has been a transition in product identification standards in the United States. A ramification of this transition is the adoption by GS1 US and the Book Industry Study Group (BISG) of policies specifying EAN or U.P.C. identifiers (not ISBNs) for products that are not books and ISBNs as identifiers for books.

Barnes & Noble is continuing our own transition from accepting only ISBNs as specialty product identifiers to accepting manufacturers' source identification. Because this transition is in progress, the identifier used in the Barnes & Noble purchase order issued to you is to be used as the identifier for your product.

When Barnes & Noble has issued an ISBN identifier to a vendor's product that is not a book, the vendor must continue to use the ISBN on that product in order to ensure accurate sales data capture and reordering.

Regardless of the identifier used for any product, that product must have only a single identifier and associated bar code. Products displaying more than one product identifier are not compliant with Barnes & Noble policy. Action as described in the *Efficient Receipts Program* (see Page 1) may be taken in cases of non-compliance.

Your DC Vendor Contact can supply answers to any questions you have regarding product identification.

Product Data

Complete and accurate product description data is essential to successfully promote and sell your product. Specifications covering the data elements required and methods of transmitting the data to Barnes & Noble are described in *Product Data Preparation Guidelines* (see Page 1).

The purpose of these guidelines is to assist vendors in the preparation of product data for submission to Barnes & Noble. Contacts are identified in that document to coordinate the actual data submission process.

Especially important is the requirement that Barnes & Noble receive data on new products as soon as possible after commitment to purchase. The receipt of any data changes on a timely basis is also critical, to ensure the most accurate information is available to our customers.

Vendor / Manufacturer Identification

In order to meet Weights and Measures guidelines, all products shipped to our stores (and distribution centers) must arrive with the following information printed on the product:

- Name and principle place of business of vendor or manufacturer
- Vendors or manufacturers not listed in the current public phone directory must clearly print street address, city, state and zip code on the product (listing a web address only is not acceptable).
- Net quantity of the contents by weight, measure, and count or volume as applicable

Product Images

Barnes & Noble encourages vendors to submit a variety of images that display products in their best light, including both product images and lifestyle images. These images will be used to sell the product on Barnes & Noble.com and will be made available to our retail booksellers.

Successful processing requires that all images be composed, formatted, and submitted in accordance with the specifications developed for this purpose by Barnes & Noble.

It is especially critical that product images are correctly named in accordance with the Barnes & Noble convention. Incorrectly named images cannot be used, and presenting your product to our customers will be delayed until a correctly named image is received and can be processed.

The latest Specialty Product image specifications are available for download as a PDF file:

<http://images.barnesandnoble.com/pimages/resources/pdf/BnImageGuideForSpecialtyProd.pdf>

The Product Image Contact for questions or additional information is shown on Page 14.

Business Procedures

Confidentiality

All contractual relationships and transactions between Barnes & Noble, Inc. and our suppliers are to remain in strict confidence and are not to be shared within the market, with the press, or with competition.

Ordering Quantities

Casepack Order Quantities

Ordering in casepack (master) quantities promotes efficient handling for everyone. Casepack quantities are a required element of initial data. Changes in casepack quantities must be provided prior to shipping.

Ordering by Incremental Order Quantity (IOQ)

Incremental Order Quantity (IOQ) packaging is a practice of bundling together multiple units of a product intended for retail sale as individual items. This practice improves supply chain efficiency by minimizing individual handling prior to the product's reaching the store. For example, bookmarks sold individually at retail may be bundled in packages of 6 units for efficient handling through the supply chain.

IOQ packaging, when agreed to between vendor and Barnes & Noble, is performed at vendor's expense.

For physical aspects of IOQ packaging, please see Page 10.

Incremental Order Quantity (IOQ) Packaging and Inner Cartons

As discussed above and in the Barnes & Noble Packaging and Packing Guidelines section beginning on Page 10, the purpose of IOQ packaging is to improve efficiency in the form of an orderable and pickable unit. Inner cartons, on the other hand, are used to provide additional product protection.

When the orderable IOQ packaging also serves a protective role, the package must be configured and marked as an IOQ unit following the guidelines on Page 10.

When the inner carton serves only a protective role and is not a pickable unit, the package configuration and marking must follow the guidelines on Page 12 instead.

Purchase Orders

Purchase Order Delivery

Electronic delivery of purchase orders to vendors via conventional EDI or via the Barnes & Noble Vendor Portal is preferred. Barnes & Noble is continuing the development of electronic means of purchase order delivery, with the goal of achieving 100% participation in these methods by vendors.

Vendors who are not yet capable of either method above may receive purchase orders as e-mail attachments (.tif file format). If you do not currently have a suitable e-mail address, you must obtain one in order to receive purchase orders.

Vendors receiving purchase orders in this manner must acknowledge receipt following the confirmation instructions on the purchase order cover sheet.

Modifications

Requests for modifications to payment, purchasing or freight terms must be submitted in written form to the New York Buyer at least 60 DAYS IN ADVANCE OF THE PROPOSED CHANGE. All requests are subject to Buyer approval. Any open purchase orders must be honored at the previously established price or terms.

ISBN, EAN, or UPC changes must be submitted in written form to the New York Buyer at least 60 DAYS IN ADVANCE OF ANY PROPOSED CHANGE. All change requests are subject to Buyer approval.

Expected DC Arrival Date

The Expected Arrival date is clearly noted on every purchase order and must be strictly adhered to. This is the date by which the goods must be received at our distribution center. It is the vendor's responsibility to take into account and calculate any additional shipping time necessary to ensure the product arrives at our distribution center on the Expected Arrival date.

For import shipments, this date is not to be confused with a handover date to the freight forwarder.

Failure to comply with the stated Expected Arrival date may result in refusal of the product and/or recovery of the cost of additional handling and storage as described in our *Efficient Receipts Program* (see Page 1).

Buyers reserve the right to cancel, reduce, or refuse late purchase orders and return significant overages (overages of 10% or greater are considered significant).

Purchase Order Status Requests

Vendors will receive a file periodically listing all open purchase orders to the distribution center. Your DC Vendor Contact or your buyer can share the review schedule with you.

Please respond promptly, giving a status of each open purchase order. In addition, proactive status updates are welcome and encouraged.

Shipping

The Barnes & Noble Shipping and Routing Guidelines (see Page 1) describe the directions and procedures for making shipments. Separate guidance is provided for domestic vendors and for import vendors.

Shippers must comply with the provisions of these guidelines. Especially critical elements include:

- Shipments are to be sent to the ship-to address printed on the purchase order.
- Barnes & Noble will advise which of the authorized carriers is to be used if Barnes & Noble pays freight charges.
- Vendors paying the freight may use the carrier of their choice.
- Both the *Domestic Freight Routing Guide* and the *Routing Guide for Import Shipments* are available on the Barnes & Noble website (see Page 1).
- For all common carrier shipments, the Barnes & Noble Traffic Department must be contacted to schedule a delivery appointment
- Shipments arriving at the Distribution Center without an appointment are subject to refusal and a handling charge to the vendor as described in the *Efficient Receipts Program* (see Page 1).

Invoicing

Electronic Invoicing

Barnes & Noble prefers electronic submission of invoices rather than the sending of paper invoices. We have implemented programs to assist vendors in this more efficient means of invoicing.

Barnes & Noble has a very active program of conventional Electronic Data Interchange (EDI). Invoices sent via EDI are to follow formats, content specifications, and procedures established for these documents. If you are not already in an EDI relationship and are EDI capable, your DC Vendor Contact can assist you in obtaining the information necessary for implementation.

Electronic invoices are an integral part of the Barnes & Noble Vendor Portal and do not require additional action outside participation in that program.

Hard Copy Invoicing

Barnes & Noble strongly encourages vendor participation in true electronic invoicing, since these methods are less expensive for both parties and less error prone than hard copy invoicing. Barnes & Noble does provide two mechanisms to receive hard copy invoices from vendors not yet equipped to send invoices electronically.

Invoices may be sent as PDF e-mail attachments or as paper documents to Barnes & Noble Accounts Payable. E-Mail attachments are preferred; however, a vendor must use only one method for any given invoice.

There are different content requirements for invoicing shipments to stores and for invoicing shipments to distribution centers. These requirements are shown in the tables on the two following pages.

All hard copy invoices

- Invoices must reflect only merchandise actually shipped and may not be sent prior to shipment.
- Invoices for partial shipments must indicate if an item is back ordered or if the balance of the order is canceled.
- All invoices are paid in accordance with the vendor's predetermined payment terms. The payment term for store invoices begin upon receipt of the invoice by Barnes & Noble.

E-Mail Attachments

- Invoices are to be sent as PDF file e-mail attachments to MerchInvoices@BN.com.

Paper Invoices

- Paper invoices are to be sent to the bill-to address printed on the purchase order.
- Paper invoices sent with shipments will NOT be processed.

Paper Invoices – Orders Shipped to Stores

Following are the requirements for invoices submitted on paper for shipments to Barnes & Noble stores.

In all cases, each store must be invoiced separately.

Line items from multiple purchase orders combined in a shipment to a store may be included on a single invoice for that shipment. If multiple purchase orders are included, the purchase order must be shown with each line item and there must be a subtotal for each purchase order.

There are different requirements for shipments to a Barnes & Noble distribution center; please see the table on the following page for these requirements.

Header information:

- Vendor Name and Address
- Vendor Contact Person and Phone (with extension)
- Tax Exempt ID Number (when applicable)
- Fax Number
- E-Mail Address
- Website Address
- Invoice Number
- Invoice Date
- Purchase Order Number (when a single purchase order is invoiced)
Note: Store Purchase Order Numbers are thirteen digits)
- Ship-to Store Number (four digits) and Address (each store invoiced separately)

Each line item:

- UPC/EAN/ISBN (conforming to Barnes & Noble purchase order)
- Product Description
- Purchase Order Number (when multiple purchase orders are included on the invoice)
Note: Store Purchase Order Numbers are thirteen digits)
- Quantity Shipped
- Suggested Retail List Price
- Cost (Discount Applied or Unit Cost)
- Extended Cost (Dollar Amount)

Summary totals:

- Total Shipment Quantity
- Total Items on Shipment
- Total Shipment Weight
- Shipping, if any
- Invoice Dollar Total (sum of Extended Costs)

Paper Invoices – Orders Shipped to Distribution Centers

Following are the requirements for invoices submitted on paper for shipments to Barnes & Noble distribution centers.

Purchase orders may not be combined in a shipment to a distribution center unless specifically authorized by the purchase order. All purchase orders shipped to a distribution center must be invoiced separately, even if the books are combined for shipment.

There are different requirements for shipments to a Barnes & Noble store; please see the table on the preceding page for these requirements.

Header information:

- Vendor Name and Address
- Vendor Contact Person and Phone (with extension)
- Tax Exempt ID Number (when applicable)
- Fax Number
- E-Mail Address
- Website Address
- Invoice Number
- Invoice Date
- Purchase Order Number (each purchase order invoiced separately)
Note: Distribution Center Purchase Order Numbers are eight digits)
- Ship-to Standard Address Number (SAN) for the DC (from purchase order)

Each line item:

- UPC/EAN/ISBN (conforming to Barnes & Noble purchase order)
- Product Description
- Quantity Shipped
- Suggested Retail List Price
- Cost (Discount Applied or Unit Cost)
- Extended Cost (Dollar Amount)

Summary totals:

- Total Shipment Quantity
- Total Items on Shipment
- Total Shipment Weight
- shipping Fee, if any
- Invoice Dollar Total (sum of Extended Costs)

Suggested Retail Price

Source Marking of Suggested Retail Price

- A human-readable price **is not required** on a specialty product purchased to fill a specific retail customer order or to be stocked only in a Barnes & Noble warehouse in anticipation of a customer order.
- A human-readable suggested retail price (with dollar sign and decimal point) **is required** on specialty products for retail sale in our stores.
- Merchandise received without a suggested retail price, either printed on the product or on a price ticket, will be placed on hold and the vendor will be contacted to discuss disposition.
- For any product that is not a book but is identified with an ISBN provided by Barnes & Noble, the suggested retail price must be both displayed in a human-readable format and encoded in the Bookland EAN add-on bar code. A suitable price ticket is shown at the right:
The bar code technical characteristics are to be as specified in the *Policy on Product Identification and Bar Coding* (see Page 1).
- Any change in the suggested retail price of a product already stocked at Barnes & Noble must be reviewed with the Buyer and the DC Vendor Contact before implementation. This is necessary to consider implications for items in the stores displaying the earlier price.



Price Ticketing

- When the vendor's source marking does not include a human-readable suggested retail price in US dollars, a price ticket must be applied at vendor expense.
- **The human readable price on the price ticket must be in a font at least 3/16" inch high. A sans-serif font is preferred. A suitable price ticket is shown at te right:**
- There must be enough clear space around the price to ensure that the price will stand out.
- The price ticket is to be placed as close as possible to the product bar code, without obscuring the bar code or any important verbiage.
- It is the vendor's responsibility to ensure that the correct price ticket is applied to the product.
- Price tickets may be purchased from a Barnes & Noble pre-approved label supplier.
- Samples of tickets obtained from other than pre-approved sources must be sent in advance to your DC Vendor Contact for review. You will be notified of the results within 3-5 business days of receipt of the samples by Barnes & Noble.
- Merchandise received with a ticket having incorrect information or an improperly scanning bar code (when required) will be placed on hold and you will be contacted to discuss disposition.



Price Ticket Supplier

Any supplier may be used, but it is the vendor's responsibility to ensure that tickets meet specifications above. The following supplier has been approved by Barnes & Noble as a source of price tickets:

SWING LABELS
2 Shaker Road, F110
Shirley, MA 01464
Attention: Customer Service

978-425-0855(phone)
978-425-0355 (fax)
Email: Swing@SwingLabels.com
Web: <http://www.swinglabels.com/>

Packaging and Packing Guidelines

Packaging/Samples/Defects

Packaging Responsibility

It is the vendor's responsibility to properly package all items to prevent damages and breakage during shipment to our Distribution Center and subsequent re-shipment to our stores.

Carton and Pallet Specifications

Carton test strength and physical dimension specifications are described in detail in *Carton Specifications and Labeling Guidelines* (see Page 1). Instructions for proper generation and application of product and shipping labels are also described. Compliance with this guidance protects your products and enables prompt presentation to our customers. Weak or mislabeled cartons frequently result in damages to contents or delays in shipment to our stores.

Barnes & Noble utilizes sophisticated conveyor systems at our distribution centers to move our vendors' products to our stores initially and to replace sales promptly. There are limits to the sizes of cartons that will navigate these conveyor systems. It is critical that oversize packaging (as described in the guidelines) be avoided whenever possible to reduce potential product damage and delay.

When the product itself is oversized, you must discuss the packaging options with the New York Buyer or your DC Vendor contact. You may be required to package the product singly in a re-shippable carton, since oversized items must be handled individually and cannot be sent through our conveyor systems.

Specifications for pallets and instructions for building carton stacks on pallets are included in *Pallet Specifications and Labeling Guidelines* (see Page 1).

Pre-Production (Advance) Samples for Packaging Review (Page 10)

Vendors presenting new or revised products will typically be requested to send pre-production sample master cases so that actual packaging and product identification marking can be examined and approved.

If requested, one pre-production master case of each item must be sent to the New York Buyer and one to the DC Vendor Contact at the Monroe Distribution Center. The sample cases are to be supplied at no charge, freight prepaid. Return of the samples must be discussed with the buyer prior to sending them.

Vendors must ensure that the sample cases have been received at Barnes & Noble. Approval of the sample or corrective feedback will be sent to the vendor within five working days after receipt of the samples. Production product received without prior approval is subject to return or correction at the vendor's expense.

This process may be mandatory for some product lines. Please follow the direction provided by your buyer.

Manufacturing Defects

All manufacturing defects are the responsibility of the vendor and defective products may be returned for full credit. The vendor will be responsible for all related costs associated with the execution of the return or the destruction of product at the Barnes & Noble distribution center.

Packaging Incremental Order Quantities (IOQ)

Incremental Order Quantity (IOQ) packaging improves supply chain efficiency by bundling together multiple units of a product intended for retail sale as individual items. The bundle is intended to be broken by the retail bookseller stocking the product, not by the retail customer.

Bundling is to be accomplished by shrink-wrap, paper band, inner carton or other enclosed packaging. Rubber bands or other elastic banding are not to be used, as this approach may damage the product.

The size of the IOQ package must not exceed the following dimensions to permit the product to be reshipped in Barnes & Noble cartons to our stores:

Length	Width	Height
19 inches	12 inches	10 inches

If the IOQ package exceeds any of these dimensions, packaging options must be discussed with the buyer.

When the buyer deems it appropriate in the interest of product protection or handling efficiency, the buyer may request that the IOQ package itself be reshippable.

Packaging Incremental Order Quantities (IOQ) - Continued

A label (IOQ Label) must be applied to the outside front of the IOQ package. The label must display the following information:

- Title or product description
- Human-readable item identifier (UPC/EAN/ISBN for the units contained in the bundle, NOT a pack identifier)
- UPC/EAN/ISBN bar code (must be at least 7/16" high by 1" wide)
- The literal "Pack Of __ " where the quantity contained in the pack is inserted.

The layout and dimensions of the IOQ Label are not critical, except that the assigned identifier and the bar code must be in compliance with the guidelines contained in the Barnes & Noble *Policy on Product Identification and Bar Coding* (see Page 1).

A suitable label for a U.P.C. identifier is shown below:



A suitable label for an EAN or ISBN identifier is shown below:



The IOQ information may be included on a sheet under bundling that is transparent. Including IOQ information under bundling that obscures the information is not acceptable.

Bookends

Special boxing is required with the Barnes & Noble bookend program. All specifications with regard to the boxes, labels and packing for bookends will be discussed with the vendor during purchase negotiations.

Photo Albums, Journals, and Scrapbooks

For photo albums, journals, and scrapbooks the product identifier (EAN/UPC/ISBN) must be displayed on the back cover (Cover 4) as described for books in the Barnes & Noble *Policy on Product Identification and Bar Coding* (see Page 1).

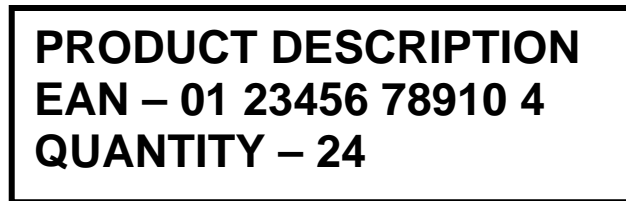
When an item is enclosed in a protective cover, the product identifier must be applied to the outside of the protective cover. In addition, a SECOND display of product identification must be applied to the inside back cover at the lower right hand corner. Re-sealable bags are preferred as protection for these products.

Inner Cartons

When inner cartons are used to provide additional product protection, the inner carton must show Title or Product Description, Product ID (UPC/EAN/ISBN), and Inner Carton Quantity in a human-readable font.

Product bar codes are NOT to be shown on inner cartons used solely to provide protection. Product information may be printed directly on the inner carton or on a label applied to the carton.

A suitable presentation is shown below. Text is to be at least 3/16 inch high, preferably in a sans serif font. If the inner carton dimensions do not permit text of this size, the text is to be as large as possible consistent with the inner carton size.



Any wrapping of the inner carton must not obscure the information. If opaque wrapping is used, the information must be displayed on a label applied to the outside of the wrapping.

Pre-Packs/Counter Displays/Floor Displays

Pre-packs are defined as collections of two or more products packaged together for efficient handling through the supply chain.

Counter and floor displays are groupings of one or more products packaged together for presentation to retail customers in a vendor-created display.

These configurations are frequently promotional in nature with media tie-in or seasonal themes. The individual component products are intended for retail sale, and they must display the product identifiers assigned to them. A separate, unique identifier must be assigned to the pre-pack or display.

The pre-pack or display is ordered by the identifier assigned to it and not by the identifier of a component.

Each pre-pack or display must be packaged in its own re-shippable master carton.

The labeling of the outside of this carton must be in compliance with Barnes & Noble requirements for carton labeling as described in *Carton Specifications and Labeling Guidelines* (see Page 1). The product identifier displayed on the product label described in that guideline is to be the identifier assigned to the pre-pack or display (not the identifier of any component).

Displays in Multiple Cartons

Displays may include product or may be purely promotional material. If a display requires more than one carton, each carton must be treated as a unit for both ordering and assigned a unique identifier.

The labeling of a display carton must be in compliance with Barnes & Noble requirements for carton labeling as described in *Carton Specifications and Labeling Guidelines* (see Page 1). The product identifier displayed on the product label is to be the identifier of the carton to which it is applied. Each carton must be treated separately in Advance Ship Notice (ASN) transmissions.

Multi-Unit Sets

A multi-unit set consists of two or more products bundled together and intended to be sold together at retail.

Multi-unit sets include reference volumes, book and CD combinations, and other such groupings. Sets may be single or mixed media; the only requirement is that the set is to be sold as a unit and broken only by the retail customer upon purchase.

Large Multi-Unit Sets

Large multi-unit sets are those filling an entire carton or requiring two or more cartons. No special packaging is required inside the carton for large multi-unit sets.

However, it is critical that the labeling of the outside of the cartons be in compliance with Barnes & Noble requirements regarding large multi-unit sets. These special labeling requirements are covered in *Carton Specifications and Labeling Guidelines* (see Page 1).

Small Multi-Unit Sets

This section describes packaging for sets small enough that several may be packed in a single shipping carton.

Grouping or packaging must be done in a manner that inhibits separation of the individual units but does not damage the items. Acceptable grouping or packaging methods include, but are not limited to, the following:

- Boxed
- In a slip case, boxed or shrink wrapped
- Shrink wrapped, with human-readable identification of the set on the wrapping or visible on a slip-sheet through the wrapping
- Blister packs

Rubber bands or other elastic bindings are not acceptable.

Product information must be printed on the outside of the package or visible through transparent packaging; the information must not be obscured by opaque wrapping. Product information must be in compliance with the specifications described in our *Policy on Product Identification and Bar Coding* (See Page 1).

The product identifier and UPC/EAN/ISBN bar code must be the identifier for the set, NOT the identifier for individual items. Any product identifiers for individual items must be obscured and not be visible.

Contact Information

The contacts listed on this page are provided as sources of additional information for vendors and potential vendors to Barnes & Noble. They are to be used for assistance or clarification only. Please do not send manuscripts, bibliographic data, or images to these addresses. Representatives at these addresses can provide direction for those submissions.

Placement of Specialty Products at Barnes & Noble

General communications or questions regarding store placement:

Gift Product: 212-727-4809
Café Gift: 212-633-3219
Calendars: 212-633-3219

General communications or questions regarding Barnes & Noble.com placement:

Barnes & Noble Home
E-Mail: barnes&noblehome@book.com

Toys and Games
E-Mail: toysandgames@book.com

Questions regarding submission of product description information

New York Buyer

Questions regarding submitting product images

Phone: 212-414-6399
E-Mail: imagesInquiry@book.com

General Communications regarding offering products to Barnes & Noble

Barnes & Noble, Inc.
122 Fifth Avenue
New York, NY 10011

Main Number: 212-633-3300

Distribution, Replenishment and Financial

All questions regarding distribution and replenishment:

Your assigned DC Vendor Contact

Accounts Payable

Barnes & Noble, Inc.
Attn: Accounts Payable
1400 Old Country Road
Westbury, NY 11590

E-Mail: vendorrelation@bn.com

Monroe Distribution Center

Barnes & Noble Distribution
One Barnes & Noble Way
Monroe Township, NJ 08831

Main Number: 732-656-7200

Reno Distribution Center

Barnes & Noble Distribution
12660 Old Virginia Road
Reno, NV 89521

Main Number: 775-327-6500

Other Sources of Information

Book Industry Study Group

370 Lexington Avenue, Suite 900
New York, NY 10017

Phone: 646-336-7141
E-Mail: Info@bisg.org

<http://www.bisg.org/>

GS1 US

7887 Washington Village Drive, Suite 300
Dayton, OH 45459

Phone: 937-435-3870
E-Mail: Info@gs1us.org

<http://www.gs1us.org/>