

# Chapter 1: Welcome

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## **PURPOSE OF THE VENDOR MANUAL**

### **Introduction**

Tuesday Morning values its partnership with the vendor community and understands building and maintaining these relationships demands clear communication of our business requirements. This manual is intended to guide our vendors in understanding the requirements regarding every aspect of conducting business with Tuesday Morning for mutual success. Communication is a shared responsibility with your organization. Please take the time to visit our vendor website: [TuesdayMorningVendors.com](http://TuesdayMorningVendors.com) to ensure you have the most recent version of this document and review its contents in its entirety.

It is critical that all components of the Vendor Manual are understood and followed. Below are the Top 10 most important components of our company to company relationship.

- 1. Read and understand Tuesday Morning's Vendor Manual. The Vendor Manual will support a strong company to company relationship.**
- 2. Purchase orders must be written 100% correct.**
- 3. Packaging requirements must be met to ensure merchandise arrives at the DC and the stores in perfect condition.**
- 4. Ensure ticketing requirements are met.**
- 5. Ensure inner pack & master pack requirements are met.**
- 6. Follow the Ship / Cancel Window.**
- 7. Ensure the description on the product matches the description on the purchase order.**
- 8. Only ship merchandise listed on the Purchase Order.**
- 9. Follow the carton labeling requirements to ensure the freight moves efficiently through our DC.**
- 10. Follow the Country of Origin requirements to insure you are in compliance with applicable laws, including those of the country of manufacture.**

### **REFERENCE GUIDE OVERVIEW**

The Tuesday Morning Vendor Manual was developed to deliver to our vendors detailed procedures required for conducting business with Tuesday Morning on an everyday basis. The scope of topics covered is broad with special emphasis on vendor requirements regarding merchandising, shipping, distribution, and accounts payable.

### **USE OF THE REFERENCE MANUAL**

This reference manual is authorized only for use by the vendor assigned. Its specific function is to facilitate an efficient business relationship with Tuesday Morning. Vendors need to take the time to have key personnel within their company (including but not limited to, transportation, quality

assurance, manufacturing, distribution, sales, and accounts receivable) review and compare applicable chapters of this manual to their own business practices to identify and correct any gaps in their business processes to ensure a successful relationship with the Tuesday Morning team.

#### **UPDATES TO THE VENDOR REQUIREMENTS MANUAL**

The entire Vendor Requirements Manual and any updates will be available to you on our website. New vendors are responsible for reviewing on [Tuesdaymorningvendors.com](http://Tuesdaymorningvendors.com).

#### **TUESDAY MORNINGS VENDOR RELATIONS COORDINATORS**

The role of a Vendor Relations Coordinator at Tuesday Morning is to support our vendors and assist them with questions regarding the Vendor Requirements Manual. Feel free to contact our Vendor relations coordinators at any time by sending an email to: [VendorRelations@tuesdaymorning.com](mailto:VendorRelations@tuesdaymorning.com) or by calling (972) 934-7191.

# Tuesday Morning

## Our Story

Our roots were planted in 1974 when founder Lloyd Ross rented a warehouse in North Dallas to hold his first “garage sale”. He came upon the idea while working with top-name manufacturers who were struggling to find ways to dispose of their surpluses of high-end inventory. Ross decided to purchase that excess merchandise and sell it as upscale closeout items, first to department and specialty stores and then to the public.

Soon after the initial success of his concept, Tuesday Morning was incorporated. The company operated out of temporary locations and only opened during peak selling periods, limiting the time during which merchandise was available. We relied heavily on a heightened sense of urgency and word of mouth to generate new customers. Interest in these quarterly events grew quickly and gained an extremely loyal following of shoppers actively seeking out great deals.

Eventually we began settling into permanent locations, expanding throughout the South and West before going public in 1984 and exceeding \$100 million in sales. A positive reputation in the retail industry led to even better buying opportunities and helped to eliminate the stigma attached to having products sold by a deep discounter. Access to fresh inventory was complimented by an increased event schedule and a growing demand for product.

With every passing year, Tuesday Morning substantially expanded its geographical presence and the number of stores in operation. The development of advertising and direct mail campaigns facilitated customer communications, and new technologies were implemented to control merchandise traffic. Since the beginning, we stayed true to the original idea of a “no frills” shopping experience with a focus on providing our customers with extreme values on designer and brand name merchandise.

## TM Today

With over 800 stores across the country and decades of experience in closeout retailing we haven’t strayed very far from our original concept. Our mission today is to deliver fresh and exciting assortments that are constantly being updated, while maintaining the same value and quality merchandise standards that Tuesday Morning has always been known for.

Customers can now take advantage of impressive savings every day at any one of our many locations. We’re investing in new technologies to enhance our daily operations alongside a steady revitalization of our in-store development. Today, Tuesday Morning is a publicly traded company (NASDAQ: TUES) with annual store sales exceeding \$830 million.

# Our Story

**1974**

In a rented warehouse in North Dallas, Tuesday Morning founder, Lloyd Ross holds his first “closeout sale.”

Ross' upscale closeout sales quickly gain a loyal following

**1975**

Tuesday Morning is incorporated.



**1979**

Tuesday Morning opens its first permanent store location in Texas.



**1985**

Tuesday Morning sends its first event mailer.



**1988**

The first warehouse facility is built.

**1990**

Sales exceed \$100 million.

**1994**

Warehouse is automated.

**2003**

Began remodeling and enlarging some of our 577 stores.

**2016**

Phoenix distribution center opened



**2010**

Website and social channels launched

# Tuesday Morning

We strive to make the information necessary for doing business with Tuesday Morning available through our Vendor Manual. Please contact the appropriate buyer regarding specific product issues. It is very important that Tuesday Morning has your contact information. Questions, problems, or concerns may be directed to the appropriate contact below:

## **Corporate Headquarters**

Tuesday Morning, Inc.  
6250 LBJ Freeway  
Dallas, TX 75240-6321  
(972) 387-3562

## **Vendor Relations Department**

[VendorRelations@tuesdaymorning.com](mailto:VendorRelations@tuesdaymorning.com)

(972) 934-7191

The Vendor Relations Department at Tuesday Morning is designed to support our vendors and assist them with questions regarding the Vendor Manual/general questions or issues.

The Vendor Relations Department can also assist with Transportation related issues on Domestic Purchase Orders. For Transportation related issues, please use the following contact information:

[TMSVendors@tuesdaymorning.com](mailto:TMSVendors@tuesdaymorning.com)

(972) 934-7191

## **Accounts Payable Department**

(972) 387-3562 [AccountingAP@tuesdaymorning.com](mailto:AccountingAP@tuesdaymorning.com)

The Accounts Payable Department at Tuesday Morning is available to answer any questions or concerns you might have with Invoices or Accounting.