

Frequently Asked Questions about EDI and Item Setup

Purchase Order Transmissions:

Q. When do we transmit Purchase Orders to our Vendors?

A. After the nightly batch process completes. This is typically in the early morning hours but can be later. Belk is in the Eastern Time Zone (US).

Q. How can I tell if a Purchase Order has been sent to me from Belk?

A. Validate that the PO that you are looking for has not already been received by you or is waiting in your EDI Mailbox for pickup. You may want to schedule another pickup if you are looking for something specific. Please follow the steps below:

- If you do not receive a PO that you are expecting you should first contact your Buyer to validate that the PO has been transmitted to you.
- If the PO has been transmitted then contact your Value Added Network (VAN) to investigate.
- Otherwise contact Belk EDI at edi@belk.com.

Q. When will I receive the Purchase Order that Belk sent to me?

A. Every Vendor picks up data from their EDI Mailbox at different times. Please review the first Q/A above, it will explain the timing of the Belk EDI transmissions.

Q. I checked with my Buyer and they tell me that the Purchase Order was sent to me. Why did I not receive my Purchase Order?

A. It might not have been sent for a variety of reasons. Please take the steps listed below to validate that the Purchase Order was sent to you. If you can validate that all the steps have been completed and you still do not have the Purchase order, then please send an email to edi@belk.com asking for someone to help you.

- Contact your internal EDI Department to validate that your EDI System is up and running.
- Contact your Value Added Network (VAN) to make sure that you have no errors and have received all the data in your EDI Mailbox.
- Validate with your Belk Buyer that the Purchase order was sent to you via EDI.

Purchase Order Changes:

Q. When do we transmit Purchase Order Changes to our Vendors?

A. After the nightly batch process completes. This is typically in the early morning hours but can be later. Belk is in the Eastern Time Zone (US).

Q. How can I tell if a Purchase Order Change has been sent to me from Belk?

A. Validate that the PO Change that you are looking for has not already been received by you or is waiting in your EDI Mailbox for pickup. You may want to schedule another pickup if you are looking for something specific. Please follow the steps below:

- If you do not receive a PO Change that you are expecting you should first contact your Buyer to validate that the PO Change has been transmitted to you.
- If the PO Change has been transmitted then contact your Value Added Network (VAN) to investigate.
- Otherwise contact Belk EDI at edi@belk.com.

Reverse Purchase Order:

Q. What EDI capabilities must I have in order to qualify for participation in the Reverse Purchase Order Process?

A. You must be authorized by your Buyer and you must be able to support the following EDI documents:

- 852 – Product Activity (Point-Of-Sale)
- 855 – PO Acknowledgement (Reverse PO)
- 997 – Functional Acknowledgement

Q. How many times can I send my RPO to Belk?

A. Each PO number can be sent via EDI to Belk only once. Unless directly requested by Belk EDI you cannot retransmit the same RPO PO Number twice as it will reject as a duplicate PO Number.

Q. Do I need to set up my items in the GXS Catalog?

A. Yes. The items must be setup at least 7 days before you send your RPO.

Q. What are the requirements for shipping an RPO?

A. You must meet the following requirements when shipping an RPO:

- No unapproved SKU substitutions or additions
- No early or late shipments, i.e. merchandise is shipped before the 'Not Before Date' or after the 'Not After Date'
- Not more than one shipment per RPO (applicable to retail RPOs only)
- Adherence to the Belk Billing and Shipping Instructions available on our website at www.belk.com under About Belk/Vendor Info.

EDI Issues:

Q. What is the best way to contact the Belk EDI Team if I have an issue?

A. Please contact the EDI Team for any EDI Related Issues at edi@belk.com. This will ensure that someone will receive your request for support and get back to you as soon as possible. If you choose to only email a specific Team Member you may find them out of the office or otherwise unavailable.

Q. Can we use the edi@belk.com email address when inquiring about an ASN or Shipment Issue?

A. We would prefer that you send an email to asn@belk.com.

Q. I want to discuss a compliance charge situation. Who do I need to talk to?

A. You need to contact the Vendor Compliance Team at Vendor_Compliance@belk.com. EDI cannot resolve your chargeback claim as they are assigned systematically.

Q. If I have any questions as to why my EDI Invoices have not yet been paid, who do I call?

A. You should contact ap_correspondence@belk.com. EDI can help you if you have errors on your EDI Invoices but we cannot resolve Invoice payment problems.

ASN (Advance Ship Notice):

Q. If my Purchase order line items are at Prepack level, can I send the ASN and Invoice at Each Level?

A. No. You must send the ASN and Invoice to us at the same level that the PO was sent to you. If the PO contained Prepacks then the ASN and Invoice must contain prepacks otherwise they will both reject from our system and this will cause Compliance Charges and Delayed payment of the Invoice.

Q. Can the Vendor resend an ASN if they made a mistake?

A. We are unable to remove or delete data that was sent in an ASN. If a vendor makes a mistake on an ASN, they must resend the corrected one using the same ASN# that was sent originally. The new ASN data would then replace the original if the product has not yet been received by the Belk Distribution Center.

Q. What is meant by Consolidated ASNs?

A. ASN's sent via EDI must follow the requirements below:

- ASNs must be consolidated by the ship to DC location, and the Bill of Lading#
- Consolidated ASNs may contain multiple PO#s
- Each ship to DC's ASN should have a unique BOL# that matches the corresponding invoice BOL#
- All cartons and weights shipped on one day from one location to one of Belk's "ship to" DC locations must be combined on one master BOL#
- Use unique interchange numbers for each transmission as our system rejects duplicate numbers from the same sender/receiver ID

Invoice:

Q. Does my EDI Invoice Total include any Charges or Allowances?

A. The EDI Invoice Total should include the sum of the details plus any Charges, minus any Allowances that you might send on the EDI Invoice. The totals must match or your Invoice will be rejected.

Q. What should I do if I have different prices for the same UPC on the same Purchase Order that I need to Invoice?

A. You cannot invoice the same UPC at different prices on the EDI Invoice. The Invoice will be rejected from the Belk System. You must put all the invoice quantity for that UPC on the Invoice at a single price.

Q. Is the Carrier required on the Invoice?

A. Yes. The Carrier Code (SCAC) is required on the EDI Invoice.

Q. Should I send EDI Invoices for Samples?

A. No. We do not accept EDI Invoices for Samples. Those must be manual Invoices.

Q. What circumstances might cause my Invoice to reject from your system?

A. The invoice might be rejected from our system for any of the following reasons:

- The invoice must meet the EDI Standard requirements posted out on Belk.com.
- The totals must match as indicated in a previous Q/A.
- There must be a Carrier Code (SCAC) on the Invoice.
- You must have a valid Purchase Order Number on the Invoice.
- You did not send the Terms (ITD) segment on your EDI Invoice.

Q. What is meant by Consolidated Invoices?

A. Invoices sent via EDI should follow the requirements below:

- Invoices must be consolidated by the PO#, then the ship to DC location and the Bill of Lading# (Example: If a PO contains stores that ship to two DCs, and each shipment has one BOL#, then there should only be two invoices for the PO)
- Consolidated invoices should include all stores for each appropriate DC location
- UPCs should be listed only once on the invoice with the combined store quantities for the shipment
- The N1*BY segment is the four digit DC location: Ex. (N1*BY**92*0737~) There are 3 DC locations: 0737, 0744, and 0745 (fine jewelry only).
- Store to DC locations can be found at [Belk EDI & Vendor Information](#)
- The DUNS# in the N104 should match the DUNS# in the N104 on the corresponding ASN
- The Bill of Lading# in the CAD08 should match the BOL# in the REF02 on the corresponding ASN
- Use unique interchange numbers for each transmission as our system rejects duplicate numbers from the same sender/receiver ID

Transportation:

Q. Who do I talk to if I have questions with regard to making Pick-Up or Routing Appointments or if my PO does not show up in the Routing Request Screens?

A. Please contact transportation@belk.com with any Routing or Pick-Up Appointment related questions. These questions are not EDI related so only the transportation team can help you.

Item Setup:

Q. How do I send Belk my Item Data?

A. Contact GXS/Open Text Customer Support 1-877-446-6847, Opt. 2, then *, 4, 1; or email cataloguesupport@OPEN TEXT/GXS.com to give Belk access to your Catalog Information.

Q. I am a Prepack Vendor. Do I have to set the pre pack UPC up in the GXS catalog as a pre-pack?

A. Yes the pre-pack must be set up in GXS at the time the item is set up.

Q. If I have changed a UPC, who do we notify to make sure that the change is reflected in the Belk System? What if the UPC is already on a PO?

A. Notify your Buyer so that the necessary adjustments can be made to the existing UPC in the Belk System. UPC (SKU or Pack) must be maintained on the PO prior to corrections being made.

Q. Who do I talk to if I have other questions regarding Item Setup on the GXS catalog?

A. Contact GXS/Open Text Customer Support 1-877-446-6847, Opt. 2, then *, 4, 1; or email cataloguesupport@OPEN TEXT/GXS.com.