



December 1, 2021

Dear Belk Vendor,

We would like you to channel all your inquiries to our offshore teams via the email addresses listed below. We would like email to be 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 vendor portal is available to answer common payable inquiries, like invoice status and payment remittance details. You can access vendor the portal at <https://vendorportal.belk.com/VendorPortal/> . If you do not have a user id and pin to access the portal, please contact us at VCG@Belk.com and we will assist you in getting enrolled with portal access.

You will have the ability to communicate 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 vendor portal.

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.

A list of reason codes for deductions found on the payment remittance is also listed below to help direct you to the correct point of contact

Issue	Send Email/fax to:
• any questions concerning the transmission of ASNs	ASN@Belk.com
• any vendor compliance issues (compliance/rubber dock chargebacks)	Belk_Compliance@belk.com
• any merchandise payable issues (invoice payment, chargebacks for non-vendor compliance Issues)	AP_Correspondence@Belk.com
• any expense payable issues (invoice payment, correspondence, etc)	Expense_Payables@Belk.com
• any vendor address/information maintenance or to get IVR access	VCG@Belk.com

Direction for Sending Correspondence To Belk Accounts Payable

- Direct correspondence to the appropriate email 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
- Please notice the "retrieve copy on Portal" column, if it is marked Y, you can print a debit memo from the portal . If N, please do not try to print debit memo from portal. Send email to the respective contact listed. The back up will be provided outside of the portal.
- If you are receiving remittance via EDI 820, you will need to convert the industry standard RC to the Belk RC for inquiries

EDI 820 Industry standard RC	Reason Code	Description	Retrieve copy on Portal	Contact Email Address
		unpaid invoice	N	AP_Correspondence@Belk.com
86	01	duplicate payment	N	AP_Correspondence@Belk.com
01	02	unit cost adjustment	Y	Contact respective merchant directly
59	03	concealed shortage	Y	AP_Correspondence@Belk.com
A5	04	shipment overage	N	AP_Correspondence@Belk.com
A7	05	supplier direct fulfillment	N	AP_Correspondence@Belk.com
11	06	Defective Merchandise	Y	AP_Correspondence@Belk.com
SF	07	Freight on RTV	N	AP_Correspondence@Belk.com
A	08	overshipped	N	AP_Correspondence@Belk.com
92	09	not ordered	N	AP_Correspondence@Belk.com
08	10	style sub	N	AP_Correspondence@Belk.com
08	11	color sub	N	AP_Correspondence@Belk.com
08	12	size sub	N	AP_Correspondence@Belk.com
11	13	repair or replace rtv	N	AP_Correspondence@Belk.com
72	14	merchandise rtv	Y	AP_Correspondence@Belk.com
A7	15	consignment /trunk show merchandise	N	AP_Correspondence@Belk.com
81	16	credit memo	N	AP_Correspondence@Belk.com
A7	17	repayment of duplicate deduction	N	AP_Correspondence@Belk.com
93	18	destroy in field cosmetics	N	AP_Correspondence@Belk.com
97	19	re-stocking/re-handling fee	N	AP_Correspondence@Belk.com
RX	20	markdown allowance	N	Contact respective merchant directly
79	21	co-op advertising	N	AAG@belk.com
A7	22	Fine Jewelry memo payment/return	N	AP_Correspondence@Belk.com
81	23	vendor adjustment	N	AP_Correspondence@Belk.com
87	24	double shipment	N	Belk_Compliance@belk.com
81	25	Other - Accounts Payable Deduction	N	AP_Correspondence@Belk.com
A9	26	mdse not rcdv/pod not prov/provide POD	Y	AP_Correspondence@Belk.com
T1	27	Freight not available for pickup at confirmed carrier appt time	N	Belk_Compliance@belk.com
82	28	damaged allowance	N	AP_Correspondence@Belk.com
97	29	incorrect ASN vs carton contents	N	Belk_Compliance@belk.com
CS	30	discount adjustment	N	AP_Correspondence@Belk.com
97	33	Fine Jewelry quality control	N	Belk_Compliance@belk.com
97	34	invoice not sent via EDI	N	Belk_Compliance@belk.com
A6	35	Cartons do not meet minimum / maximum conveyable dimensions or weight	N	Belk_Compliance@belk.com
RP	36	Late ASN	N	Belk_Compliance@belk.com
97	37	Incorrect or missing PO#/store/dept on carton	Y	Belk_Compliance@belk.com
97	38	Incorrect store +PO on carton	Y	Belk_Compliance@belk.com
97	39	Incorrect store + dept on carton	Y	Belk_Compliance@belk.com
97	40	invoice not consolidated/missing info	N	Belk_Compliance@belk.com
SS	41	Trade discount only	N	AP_Correspondence@Belk.com
MN	42	incorrect PO on carton	N	Belk_Compliance@belk.com
97	43	Carton sealed with Excessive Bands/straps/not sealed	N	Belk_Compliance@belk.com

CS	44	Invoice/Return discount discrepancy	N	AP_Correspondence@Belk.com
97	45	Missing carton color code label	N	Belk_Compliance@belk.com
97	46	Missing size strip or sticker	N	Belk_Compliance@belk.com
97	47	SDF shipping violation (Ecomm)	N	Belk_Compliance@belk.com
97	48	PO not shipped once and complete	N	Belk_Compliance@belk.com
97	49	Sample or image not received within 8 weeks prior to shipment (Ecomm)	N	Belk_Compliance@belk.com
97	50	GXS Item maintenance	N	Belk_Compliance@belk.com
97	51	SDF compliance(Ecomm)	N	Belk_Compliance@belk.com
97	52	eCommerce packaged incorrectly (missing polybag, missing label, or does not follow department specific instructions)	N	Belk_Compliance@belk.com
97	53	eCommerce product shipped on hanger	N	Belk_Compliance@belk.com
97	54	eCommerce product shipped in carton outside of minimum / maximum requirements	N	Belk_Compliance@belk.com
97	55	eCommerce product not shipped in single SKU carton where required	N	Belk_Compliance@belk.com
97	56	Not packed separately by store or PO #	N	Belk_Compliance@belk.com
97	57	eCommerce product not shipped in Reshippable single unit packaging as required	N	Belk_Compliance@belk.com
97	58	Items shipped to store in individual polybags	N	Belk_Compliance@belk.com
97	59	Missing Shipment ID in Fed Ex reference field	N	Belk_Compliance@belk.com
97	60	Demo Salary	N	AP_Correspondence@Belk.com
M2	61	cosmetic commission	N	AP_Correspondence@Belk.com
GD	62	Samples	N	AP_Correspondence@Belk.com
CS	63	Modeling	N	AP_Correspondence@Belk.com
81	64	Shop Co-op	N	AP_Correspondence@Belk.com
97	65	Other - Vendor Compliance Charges	N	Belk_Compliance@belk.com
81	66	Salary Support	N	Contact respective merchant directly
97	67	Incorrect / Inaccurate Sku on ASN	N	Belk_Compliance@belk.com
TI	68	BOL is unavailable or Transplace ME# not present on BOL for collect shipments	N	Belk_Compliance@belk.com
97	69	Inaccurate Bill of Lading	N	Belk_Compliance@belk.com
SF	70	freight overcharge on Invoice	N	Belk_Compliance@belk.com
CS	71	tax/insurance + freight allowance	N	AP_Correspondence@Belk.com
TI	72	Routing request received after 12:00 pm local time, 3 business days prior to requested ship date	N	Belk_Compliance@belk.com
TI	73	Inaccurate cube, weight, carton count, or PO#'s listed on routing request	N	Belk_Compliance@belk.com
TI	74	Applicable to LTL Shipments only: failure to palletize shipment, pallet count incorrect or unavailable in TMS	N	Belk_Compliance@belk.com
70	75	Missing/Unuseable/Incorrect ASN	N	Belk_Compliance@belk.com
TI	76	Expense sharing of 50% freight cost for shipments originating west of the Mississippi	N	Belk_Compliance@belk.com
TI	77	Expense sharing of consolidation costs	N	Belk_Compliance@belk.com
97	78	no backorder allowed	Y	Belk_Compliance@belk.com
73	79	BOL is incorrect or incomplete. BOL incomplete; missing signature, seal# or PO#. BOL incorrect; wrong BOL for the load or incorrect data on BOL	N	Belk_Compliance@belk.com
C8	80	Missing / incorrect / unscannable UPC ticket or incorrect ticket placement	N	Belk_Compliance@belk.com
C8	81	Missing /Incorrect Retail	N	Belk_Compliance@belk.com
61	82	No Order on File / Shipped Without a Valid PO#	N	Belk_Compliance@belk.com
C8	83	unreadable UPC bar code on vendor ticket	N	Belk_Compliance@belk.com
97	84	Missing or Unacceptable Hanger / Sizer	N	Belk_Compliance@belk.com
97	85	Missing/Unscannable GS1-128 label or missing information on carton label	N	Belk_Compliance@belk.com
97	86	Unreadable GS1 label on carton	N	Belk_Compliance@belk.com
C8	87	No retail on UPC ticket	N	Belk_Compliance@belk.com
92	88	Not ordered sku	Y	Belk_Compliance@belk.com
92	89	Quantity received in excess of ordered sku quantity for store	Y	Belk_Compliance@belk.com
RH	90	shipped early	N	Belk_Compliance@belk.com
C8	91	wrong ticket affixed to merchandise	N	Belk_Compliance@belk.com

T1	92	Failure to Consolidate	N	Belk_Compliance@belk.com
SW	93	Unauthorized shipment or unauthorized carrier used	N	Belk_Compliance@belk.com
T1	94	Other transportation charges (accessorial fees that may include layover, additional miles, drop trailer, reweigh charges, etc.)	N	Belk_Compliance@belk.com
T1	95	Shipped to wrong DC or location	N	Belk_Compliance@belk.com
97	96	store not on PO	Y	Belk_Compliance@belk.com
SM	97	shipped past cancel	Y	Belk_Compliance@belk.com
92	98	SKU from different vendor	Y	Belk_Compliance@belk.com
92	99	Unknown UPC	Y	Belk_Compliance@belk.com
92	100	sku not on Store allocation	N	Belk_Compliance@belk.com
92	101	missing or defective RFID tag	Y	Belk_Compliance@belk.com
	102	Invoice sent prior to final ASN/shipment	N	Belk_Compliance@belk.com
	103	Short shipment of greater than 5% of PO	N	Belk_Compliance@belk.com
	104	Late receipt of First Fit sample	N	Belk_Compliance@belk.com
	105	Late final fit approval	N	Belk_Compliance@belk.com
	106	Missing or unauthorized party for product testing	N	Belk_Compliance@belk.com
	107	Missing or unauthorized party for final inspection	N	Belk_Compliance@belk.com
	108	Freight on Board vessel past FOB cancel date	N	Belk_Compliance@belk.com
	109	Freight on Board vessel 8-14 days past FOB cancel date	N	Belk_Compliance@belk.com
	110	Freight on Board vessel 15+ days past FOB cancel	N	Belk_Compliance@belk.com
	111	Booking request submitted to freight forwarder less than 21 days prior to FOB Start date or 28 days prior to FOB Cancel date (this also includes updating a booking and removing or adding PO's.)	N	Belk_Compliance@belk.com
	112	Cargo is not delivered to carrier for booked vessel	N	Belk_Compliance@belk.com
	113	Detainment fees due to non-compliance of US forced labor requirements will be assessed. This will include, but not limited to: demurrage charges, fines, penalties, storage and loss of business	N	Belk_Compliance@belk.com
	114	PO not accepted in PLM on-time	N	Belk_Compliance@belk.com
	115	Carrier assessorial fees including, but not limited to, detention, demurrage due to inaccurate ASN or customs documentation (including any documents related to US Cotton Incentive), late delivery, storage	N	Belk_Compliance@belk.com
	116	Hanger sourced through non approved vendor	N	Belk_Compliance@belk.com
	117	Mirakl Sale/Subscriptions	N	
	118	Failure to provide Transplace load# in ASN	N	Belk_Compliance@belk.com
	119	Detention Loading	N	Belk_Compliance@belk.com
	120	Unauthorized Pallets for TL	N	Belk_Compliance@belk.com