



## BELK TRANSITION TO TRANSPLACE

### FREQUENTLY ASKED QUESTIONS

January, 2020

- Who should I contact if I have questions?

[belkhypercare@transplace.com](mailto:belkhypercare@transplace.com): (To be used during Go-live timeframe)

- All vendor set up questions or needs
  - New set up
  - Adding securities
    - Adding Vendor IDs to existing access
    - Adding Locations to existing vendor IDs
    - Adding new Vendor IDs
    - Adding new Locations

[Belk\\_traffic@transplace.com](mailto:Belk_traffic@transplace.com): (On going email address)

- Operational questions
  - Pallet requirements
  - BOL requirements
  - Releasing POs / consolidating POs
  - Questions or issues regarding ship dates
  - POs in error
  - POs past cancel date
  - Special handling / pickup requirements
  - Other miscellaneous transportation related questions
  
- Please reach out to [belk\\_compliance@belk.com](mailto:belk_compliance@belk.com) for any questions regarding chargebacks and compliance.
- Please reach out to [EDI@belk.com](mailto:EDI@belk.com) for any EDI questions
  
- Who can I call if I have a question?
  - Please call Transplace at 855-242-6595
  - Transplace Operational staff: M-F 7 am -8 pm EST
  - General Support 24/7
  
- What segment will the Vendor Supplier Site number be transmitted in the EDI 850 to the vendor?

- Beginning January 13, 2020 the vendor Supplier Site number will be transmitted in the REF\*IA segment.
- What segment do I send the ME# on the EDI 856 to Belk?
  - Beginning January 13, 2020 the ME# should be transmitted in the REF02 of the REF\*BM segment on the EDI 856.
- What is a Load #?
  - The Transplace Load # is the same as the BOL which is the same as the ME#.
- Is it mandatory to use the Transplace BOL?
  - Yes, all vendors must use the Transplace BOL and transmit the ME# on the EDI 856 to Belk.
  - Vendor can ALSO attach their BOL with the documents.
- Do I still need to provide a manifest for each shipment?
  - No, this is no longer needed.
  - The only document required is the Transplace BOL.
- Can the Ready to Ship date be the cancel date without incurring chargebacks?
  - Yes, in the new system the Ready to Ship date can now be the cancel date without incurring chargebacks.
- Do I need to notify Belk if the carrier moves a pickup date outside of the ship window?
  - It will no longer be necessary to notify Belk. However, we highly recommend saving and email notification from a carrier to use if a dispute is necessary.
- Do I need to transmit the Transplace BOL on the EDI 810 to Belk?
  - Yes, the ME # needs to be in the EDI 810 as well as the EDI 856. The CAD segment contains the carrier details. If this segment is included it must have elements 04, 07, and 08. When the CAD07 is 'BM' the CAD08 will be the Transplace ME#.
  - Please see more details regarding EDI on [belk.com/about us/vendor resources](http://belk.com/about-us/vendor-resources)
- Will I still receive an email confirming my routing request and mode of transportation?
  - Yes, you will still receive an email detailing your planned mode: Truckload, LTL, CFS, Intermodal, or Parcel
- Has the process for consolidated shipments via Performance Team changed?
  - Yes. We will still utilize Performance Team NJ and Sante Fe. However, you no longer need to also route your shipment in the PT website. Transplace will transmit your data to Performance Team.
  - Performance Team will reach out to you for pick up appt.
- When do I add the pallet count?
  - After you have received your routing confirmation of either LTL or Consolidation, you will go back into Transplace TMS and update your pallet count.
  - Pallet counts need to be updated at least 24 hours prior to shipment.
- Can I combine multiple POs on a pallet?
  - Yes
- If I think that my shipment will be LTL or Consolidation should I include the pallet weight?
  - No, please route as floor loaded on the initial request. Transplace will email you with the mode and whether it needs to be palletized.
  - If palletized there is no longer a need to write "Palletized for carrier convenience" on the BOL

- If I ship prepaid, do I need to enter routing in Transplace TMS?
  - No, only collect shipments should be routed in TMS.
- When can I make a change to an existing routing?
  - You can make adjustments to shipment quantities (cartons/units/cube/weight) and requested ship date up until the shipment has been planned with a carrier.
  - After the shipment has been planned with a carrier, please email Transplace to request a change.
  - Changes requests for combining releases, cancel shipment, and removing POs should be done through an email to Transplace.
- Will Belk be utilizing the same carriers?
  - Belk has expanded the LTL carrier options, so you may have a different carrier assigned to you.