



May 1, 2018

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 verbally 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 before contacting the offshore team directly.

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:	To Speak to the Offshore team:
• any questions concerning the transmission of ASNs	ASN@Belk.com 1-888-773-5281	dial 704-357-1000 ext. 1280 - when you hear the menu, select option 1
• any vendor compliance issues (compliance/rubber dock chargebacks)	Belk_Compliance@belk.com	dial 704-357-1000 ext. 1280 - when you hear the menu, select option 2 and then press 1
• any merchandise payable issues (invoice payment, chargebacks for non-vendor compliance Issues)	AP_Correspondence@Belk.com 1-888-773-5276	dial 704-357-1000 ext. 1280 - when you hear the menu, select option 2 and then press 2
• any expense payable issues (invoice payment, correspondence, etc)	Expense_Payables@Belk.com 1-888-773-5269	dial 704-357-1000 ext. 1280 - when you hear the menu, select option 3
• any vendor address/information maintenance or to get IVR access	VCG@Belk.com 1-888-773-5281	dial 704-357-1000 ext. 1280 - when you hear the menu, select option 5

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	Retreive copy on Portal	Fax #	Contact Email Address
		unpaid invoice	N	888-773-5276	AP_Correspondence@Belk.com
86	01	duplicate payment	N	888-773-5276	AP_Correspondence@Belk.com
01	02	unit cost adjustment	Y		Contact respective merchant directly
59	03	concealed shortage	Y	888-773-5276	AP_Correspondence@Belk.com
A5	04	shipment overage	N	888-773-5276	AP_Correspondence@Belk.com
A7	05	supplier direct fulfillment	N	888-773-5276	AP_Correspondence@Belk.com
11	06	Defective Merchandise	Y	888-773-5276	AP_Correspondence@Belk.com
SF	07	Freight on RTV	N	888-773-5276	AP_Correspondence@Belk.com
A	08	overshipped	N	888-773-5276	AP_Correspondence@Belk.com
92	09	not ordered	N	888-773-5276	AP_Correspondence@Belk.com
08	10	style sub	N	888-773-5276	AP_Correspondence@Belk.com
08	11	color sub	N	888-773-5276	AP_Correspondence@Belk.com
08	12	size sub	N	888-773-5276	AP_Correspondence@Belk.com
11	13	repair or replace rtv	N	888-773-5276	AP_Correspondence@Belk.com
72	14	merchandise rtv	Y	888-773-5276	AP_Correspondence@Belk.com
A7	15	consignment /trunk show merchandise	N	888-773-5276	AP_Correspondence@Belk.com
81	16	credit memo	N	888-773-5276	AP_Correspondence@Belk.com
A7	17	repayment of duplicate deduction	N	888-773-5276	AP_Correspondence@Belk.com
93	18	destroy in field cosmetics	N	888-773-5276	AP_Correspondence@Belk.com
97	19	re-stocking/re-handling fee	N	888-773-5276	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	888-773-5276	AP_Correspondence@Belk.com
81	23	vendor adjustment	N	888-773-5276	AP_Correspondence@Belk.com
87	24	double shipment	N		Belk_Compliance@belk.com
81	25	other	N	888-773-5276	AP_Correspondence@Belk.com
A9	26	mdse not rcdv/pod not prov/provide POD	Y	888-773-5276	AP_Correspondence@Belk.com
TI	27	Freight not available for pickup at confirmed carrier appt time	N		Belk_Compliance@belk.com
82	28	damaged allowance	N	888-773-5276	AP_Correspondence@Belk.com
97	29	incorrect ASN vs carton contents	N		Belk_Compliance@belk.com
CS	30	discount adjustment	N	888-773-5276	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	Carton Exceeds weight limit	N		Belk_Compliance@belk.com
RP	36	Late ASN	N		Belk_Compliance@belk.com
97	37	Incorrect store # 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 consolidate/missing info	N	888-773-5276	Belk_Compliance@belk.com
SS	41	Trade discount only	N	888-773-5276	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	888-773-5276	AP_Correspondence@Belk.com
97	45	Missing carton color code label	N		Belk_Compliance@belk.com
97	46	Missing size stip 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	Missing Polybag or missing/Unreadable UPC Bag Label(E-comm)	N		Belk_Compliance@belk.com
97	53	Item shipped on Hanger(E-comm)	N		Belk_Compliance@belk.com
97	54	Oversized/Undersized Carton(E-comm)	N		Belk_Compliance@belk.com
97	55	Items not shipped in single Sku carton(E-comm)	N		Belk_Compliance@belk.com
97	56	Not packed separately by store or PO #	N		Belk_Compliance@belk.com
97	57	Product not shipped in reshippable single unit packaging(Ecomm)	N		Belk_Compliance@belk.com
97	58	Excessive or insufficient packaging	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	888-773-5276	AP_Correspondence@Belk.com
M2	61	cosmetic commission	N	888-773-5276	AP_Correspondence@Belk.com
GD	62	Samples	N	888-773-5276	AP_Correspondence@Belk.com
CS	63	Modeling	N	888-773-5276	AP_Correspondence@Belk.com
81	64	Shop Co-op	N	888-773-5276	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 ASN sku	N		Belk_Compliance@belk.com
TI	68	Failure to Consolidate	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	888-773-5276	AP_Correspondence@Belk.com
TI	72	Routing request received after 8:30am, 2 business days prior to requested shipdate	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	Shipped using unauthorized pallets	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	N		Belk_Compliance@belk.com
97	78	no backorder allowed	Y		Belk_Compliance@belk.com
73	79	missing bill of lading or BOL information	N		Belk_Compliance@belk.com
C8	80	missing/unscannable/incorrect UPC ticket	N		Belk_Compliance@belk.com
C8	81	wrong retail on UPC ticket	N		Belk_Compliance@belk.com
61	82	no order on file	N		Belk_Compliance@belk.com
C8	83	unreadable UPC bar code on vendor ticket	N		Belk_Compliance@belk.com
97	84	Missing/unacceptable hanger	N		Belk_Compliance@belk.com
97	85	Missing/unscannable GS1-128 label on carton	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
TI	92	Failure to Consolidate	N		Belk_Compliance@belk.com
SW	93	unauthorized/incorrect carrier	N		Belk_Compliance@belk.com
TI	94	other freight violation	N		Belk_Compliance@belk.com
TI	95	shipped to wrong 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