Domestic Vendor: Frequently Asked Questions

Updated August 5th, 2024

Who should I contact?

For questions regarding TMS access, routing, carrier assignment, shipping requirements:

Transplace Transportation team: Belk_Logistics@uberfreight.com
Phone: 855-242-6595
**After hours contact (M-F 5-10pm, Sat 8-5pm): transplaceafterhours@transplace.com

For questions regarding chargebacks, carton dimensions, packaging, labels:

Belk compliance team: Belk_Compliance@Belk.com

For questions regarding EDI or ASN requirements:

Belk EDI team: *EDI@belk.com*

General FAQs:

1. **If I ship prepaid, do I need to enter routing in Transplace TMS?**
   No, only collect shipments should be routed in TMS.

2. **Where can I route my POs?**
   All collect POs should be routed through the Transplace TMS:
   https://www.transplace.com/
   - Please reach out to Belk_Logistics@uberfreight.com for a TMS username

3. **What should I have access to in the TMS portal?**
   TMS users should have access to:
   - Transplace Order Management System (OMS): to check PO status and route POs
   - Transplace External Shipment Monitoring portal: to view load status/carrier assignment, download BOL and update routing.

4. **Is my ME# the same as the Transplace load #?**
   Yes, the ME# (Mode Execution #) is the same as your TP Load Number and also the 'shipment number' that appears on the top right of your BOL:

   BILL OF LADING - ME   Page   1

   Shipment Number: **816542678**
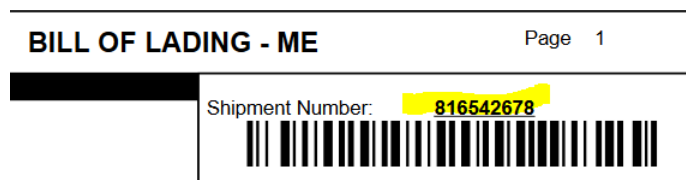
Routing/shipping FAQs:

5. **Do I need to palletize my shipment?**
   All LTL shipments should be palletized. All truckload shipments should be floor-loaded (with the exception of Flock loads) unless prior approval is given from Belk_Logistics@uberfreight.com. Chargebacks will apply for non-compliance.

6. **Am I required to enter a pallet count when releasing my PO?**
   - Pallet entry in the 'handling unit' field is not required upon PO release unless pallet count is known by the vendor.
   - Pallet counts are entered at the PO release level and totaled at the load level. You might find it necessary to input fractional pallet counts if you have more than one PO on a pallet. If your load has multiple POs, please ensure the total number of pallets add up to a whole number and do not exceed the total number of pallets on the load.
   - If LTL routing is assigned, vendor must update their pallet count and pallet weight in the 'external shipment monitoring' portal at least 24 hours prior to shipping. Chargebacks will apply for non-compliance.

7. **Can I combine multiple POs on a pallet?**
   Yes, multiple POs can be combined on a single pallet as long as they're going to the same DC.

8. **How high can I stack my pallets?**
   - **Single stack:** up to 5' or 8' if pallets are secure
   - **Double stack:** up to 8' total (2 x 48" pallets)

   **Please note, for pallets 5' and under, LTL carriers can utilize a load bar on top of your pallets to optimize all the space in the trailer. If pallets are stacked between 5' and 8', Belk will be charged the dead space to the ceiling

9. **Should I consolidate my POs when routing?**
   Yes, the OMS portal has a multi-PO release feature that will allow you to release POs together that should be consolidated on the same trailer. If you need to add a PO to an existing shipment that has already been routed, you can utilize the 'comment' field when routing to indicate which Load you want to add your new PO to.

   (see 'Belk Vendor Quick-step guide' for detailed instruction on multi-PO release)

10. **How do I make a change to an existing routing request?**
    o Vendors will have access to update the following fields in the External Shipment monitoring Portal: Unit quantity, Handling Unit (pallets), Weight, Cubic Feet
    o Vendors cannot make any changes to 'Carton Count', 'Earliest Time', 'Latest Time' or 'Pick up Address' after PO release. Vendor should contact Belk_Logistics@uberfreight.com if adjustments are needed.

11. **Will I receive an email when my shipment has been assigned to a carrier?**
    Yes. You can also check the status of your shipment at any time in the External shipment monitoring portal.

12. **Is it mandatory to use the Transplace BOL?**
    Yes, all vendors must use the Transplace BOL unless prior approval is given from belk_compliance@belk.com.
    **If you are given approval to use your own BOL, you will still need to include the Transplace ME# on your BOL. You do NOT need to send the Transplace BOL as well.

13. **Where can I download my Transplace BOL?**
    BOL is available for download in the External shipment monitoring portal
    (see 'Belk Vendor Quick Step Guide' for additional instruction)

Chargeback/Compliance FAQs:

14. **Can I ship on my PO cancel date without incurring chargebacks?**
    Yes. you can route for pickup on your cancel date. Please note this does not allow room for delays on vendor or carrier side and you may end up reaching out to your buyer for an extension should the freight ship past cancel.

15. **Do I need to notify Belk if the carrier moves a pickup date outside of the ship window?**
    Yes, please notify the Uber Freight team at Belk_Logistics@uberfreight.com and work with your buyer to update your cancel date so you will not be hit with a chargeback should the extension be due to carrier miss.

16. Will the freight share chargeback apply to me?

Our freight share program is based on vendor shipping location.

1. If your shipping location is west of the Mississippi, vendor will be charged half of the total freight cost for TL and IMDL shipments.

2. If your shipping location is in a Belk consolidation zone (NJ or CA) and your POs are routed through our consolidator, the consolidation cost would be charged back to the vendor.

17. Can I ship more than once a week or on consecutive days?

Yes, you can ship on consecutive days if you are shipping fully optimized trailers. We ask that you consolidate your POs as much as possible to reduce freight costs. Any POs that will be shipping to the same DC in the same ship window should be consolidated up to 3500 cubic ft. and 43,000 lbs. Chargebacks may apply for non-consolidated POs.

ASN/EDI FAQs:

**Please reach out to EDI@belk.com if you are unable to comply with below requirements. Additional EDI documents and FAQs available at https://www.belk.com/customer-service/policies-guidelines/vendor-resources/

EDI 810: invoice

18. Do I need to include my supplier site # on the EDI 810?

No, you do not need to include the supplier site #.

19. Do I need to transmit the Transplace BOL/ME# on the EDI 810?

Yes, the ME # needs to be included in the CAD segment of your 810 which contains the carrier details.

- If CAD segment is included, elements 04, 07, and 08 shown below must be complete, or EDI will error.
- CAD08 should contain the Transplace ME#.

Segment: CAD Carrier Detail

Ref Desc	Data Element	Name
CAD04	140	Standard Carrier Alpha Code
CAD07	128	Code qualifying the reference Identification. "BM" is preferred to indicate Bill of Lading
CAD08	127	Reference Identification

EDI 856: ASN

20. What segment do I send the ME# on the EDI 856 to Belk?

- The ME# should be transmitted in the REF02 of the REF*BM segment.
  Vendors should **NOT use the ME# as their ASN# in the ASN document ID field in case the ASN is sent unconsolidated. Each unique ASN transmission should use a unique ASN# in the BSN02.

Segment: REF Reference Identification

Ref Des	Data Element	Name
		Reference Identification Qualifier.
REF01	128	"BM"
REF02	127	Reference Identification

21. Should my EDI 856 be sent at a PO level or consolidated by Bill of Lading?

ASNs should be consolidated at load level. Consolidated ASNs should contain multiple PO#s, if multiple PO#s were shipped together on the same Bill of Lading.

22. Can I correct my ASN after it has been transmitted?

The only time the same ASN# should be used is if you are submitting a correction to an existing ASN, then using the same ASN# will cause the new data to overwrite the previous data in our system.

23. What ship date should be used in the DTM segment on the EDI 856?

Ship date must reflect the day the truck left your facility. If this ship date does not fall within the ship window of the purchase order, then a chargeback will be generated.