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. They can check our transmission log called the "Daily EDI PO report" which provides the ISA control# for the file and the control# for the returned acknowledgment.
>
> • If they confirm the PO has been transmitted then use the control#s provided by your buyer and reach out to your 3rd party EDI provider or your Value Added Network (VAN) to investigate.
>
> If they do not find the PO on the Daily EDI PO Report then it did not transmit. If they are unable to determine the issue, then they can reach out to EDI@Belk.com

EDI Issues:

Q. Who do I contact for an EDI issue?

A. edi@belk.com

Q. Who do I contact for an ASN issue?

A. asn@belk.com

Q. Who do I contact for a routing issue?

A. Belk_Logistics@transplace.com

ASN (Advance Ship Notice):

Q. If my Purchase order line items are at Prepack level how should I send my ASN and Invoice?

A. 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 only contain the prepack information. Component information should never be referenced on the ASN or 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 Transplace ME# (BOL#)

- Consolidated ASNs will contain multiple PO#s if multiple POs are shipped together

- 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 sum of the line items must match the total listed.

- Line items with the same UPC# cannot have different prices

- There must be a Carrier Code (SCAC) on the Invoice.

- You must have a valid Purchase Order Number on the 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 Transplace ME# (BOL#) (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 shipment

- 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 in the Transportation section of https://www.belk.com/customer-service/about-us/vendor-resources/

- The DUNS# in the N104 should match the DUNS# in the N104 on the corresponding ASN

- The Transplace ME# in the CAD08 should match the Transplace ME# 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

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

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.

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 VendorCompliance_Support@belk.com. EDI cannot resolve your chargeback claim as they are assigned systematically.

Transportation:

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

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

Item Setup:

Q. How do I send Belk my Item Data?

A. You must use GXS catalog and GXS sends Belk the item data via the 832.

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. I have done business with Belk but I am new to supporting prepacks. Does this affect the EDI data?

A. Yes, ASNs

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. Tonia James - jtonia@opentext.com / (404) 467-3029