Frequently Asked Questions about EDI:

Q. How do I receive a vendor#?

A. A vendor# must be requested internally by the Buyer. If you are unsure of your vendor# status, please reach out to your buyer.

Q. Can orders be sent outside of EDI?

A. EDI is mandatory.

Q. How do I get setup with EDI?

A. If your company does not have in-house EDI capabilities, you will need to source a 3rd party EDI provider. Belk can work with any 3rd party EDI provider of your choice. EDI@Belk.com can provide a list of common 3rd parties we work with if needed.

Q. Does Belk support direct AS2 connections?

A. No. Belk has a managed EDI solution so all data must route through a VAN and you can use any VAN of your choice. If you do not want to use a VAN you can have an AS2 connection to the Opentext VAN.

 Q. When does Belk transmit Purchase Orders to the Vendors?

A. POs only batch once a day, overnight, typically occurring around 3am EST. POs cannot be sent individually outside of the batch.

Q. How can I tell if a Purchase Order has been sent to me from Belk?

 A. If you are expecting a PO and do not see the data in the portal you use to access your data, please contact your buying team.

Buying teams receive the "Daily EDI PO report" each for the control# for the transmission and if the PO shows 'Resolved' meaning that the 997 functional acknowledgment has been returned the control# for that data as well and you can provide this to your 3rd party EDI provider or internal EDI team to determine the disconnect.

   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

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 Belk_Compliance@Belk.com. EDI cannot resolve your chargeback claim as they are assigned systematically.

Q. Who should I contact for an EDI issue?

A. EDI@Belk.com

ASN (Advance Ship Notice):

Q. Who should I contact for an ASN issue or question?

A. ASN@Belk.com

Q. What is meant by Consolidated ASNs?

A. ASNs must be sent as a single transaction per DC shipment, either including multiple POs that shipped together, or it can be sent per individual PO/per the DC shipment.

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. ASN data that is sent and does not have receipts within 30 days will auto-cancel from the system.

Q. If a PO is written in prepacks, how should I send my ASN?

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 not be referenced on the ASN or Invoice. If you are not able to ship a prepack in its entirely, then you should send at the component level to prevent a concealed shortage chargeback.

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 details for the combined store amount that shipped together to the same DC.

- 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 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. What should I do if I do not see an invoice in the Vendor portal that I believe was transmitted?

Check that the invoice received a positive 997 acknowledgment. If you did not receive a 997 then the file still needs to be sent. If the file received a rejected 997 there is an issue with the EDI data that needs to

be corrected. Please work with your 3rd party EDI provider or internal EDI team to determine the issue and then correct and resubmit. If you are unable to determine the issue then reach out to EDI@Belk.com with the transmission details and they can let you know the reason for failure.

A. The invoice might be rejected from our system for any of the following reasons:

- The invoice must meet the EDI Standard mapping requirements of mandatory data or it will reject in translation and a 'rejected' 997 would be returned. All vendors are responsible for monitoring their 997s.
- The sum of the line items, plus any charges or allowances included, must match the total listed in the summary. If it does not to the exact penny, it will reject.
- Duplicate UPCs with different costs listed will causes a totals failure. The system will apply the first cost listed to any subsequent occurrences of the same UPC.
- Invalid purchase order number. The PO# should be valid and not included any additional characters.
- The invoice must reference the 'ship to' DC# being invoiced for the PO

Q. If my invoice has posted to the Vendor portal but has not been paid in the agreed term net days, who should I contact?

A. Please reach out to AP_Correspondence@belk.com

Q. If a PO is written in prepacks, how should I send my Invoice?

A. The invoice should only reference the prepack UPC, prepack quantity, and prepack UOM. The component information should not be referenced. If you are not able to ship a prepack in its entirety, please ASN and Invoice at the component level to prevent concealed shortage chargeback.

Q. Should I send EDI Invoices for Samples?

A. No. We do not accept EDI Invoices for Samples. Those must be manual Invoices.

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@uberfreight.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 and Invoices should be sent at the prepack level. Please contact EDI@Belk.com to perform prepack testing.

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 should I contact to get set up with GXS catalogue?

A. Jake Divjak jdivjak@opentext.com

Q. Who should I contact if I have GXS catalogue but have a question or issue concerning the catalogue?

A. cataloguesupport@opentext.com