

MYER

InFAST Quick Reference Manual

Supplier Information Package



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1. Purpose

This Quick Reference Manual is for Myer suppliers (and carriers who are servicing Myer Suppliers) in the use of the InFAST booking system.

It is a requirement that all truck deliveries to Myer Distribution Centers (DCs) are booked in via InFAST prior to arrival.

2. Background and Overview

The supplier completes InFAST registration at time of EDI accreditation with Myer. Registration will provide you with a username and password necessary for accessing the system.

InFAST allocates docks and time slots for deliveries to Myer DCs. It is an Internet hosted application providing a self-service booking process. It is accessed via MS Edge or Chrome and requires no software installation.

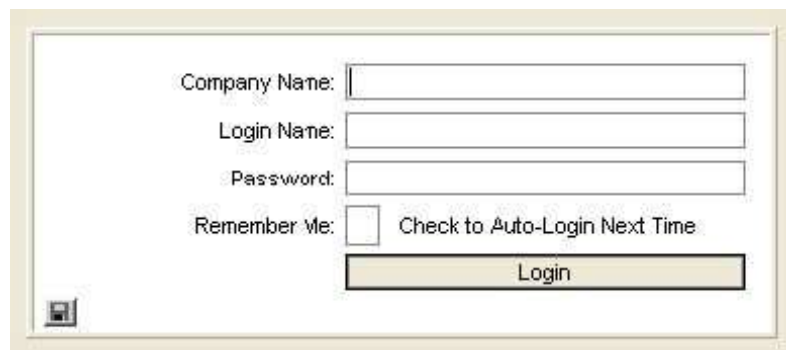
InFAST is designed to promote visibility of receipt availability and status of dock appointments

3. Logging In

You can access InFAST by copying the following URL into the address bar of MS Edge or Chrome:

www.dockappointments.com

Click on the link "Descartes Dock Appointments - Log-in". If you have used the "Remember Me" option at the InFAST log-in screen, a new browser window will open, and you will be logged in to InFAST. If you have not used the "Remember Me" option, or have used the LOGOUT option to exit InFAST, you will be presented with the Log-in screen.



The Company name is **Myer**

Your Login name and Password will be provided to you via email. Ensure that these are entered exactly as is as the login screen is case sensitive

4. Changing Your Password

The first time you log in you will be prompted to change your password. You can change your password at any time by selecting the *Change Password* option under the *User Profile* menu. You must also select a recovery question and answer. It is suggested you change your password immediately to a safe password you will find easy to remember.

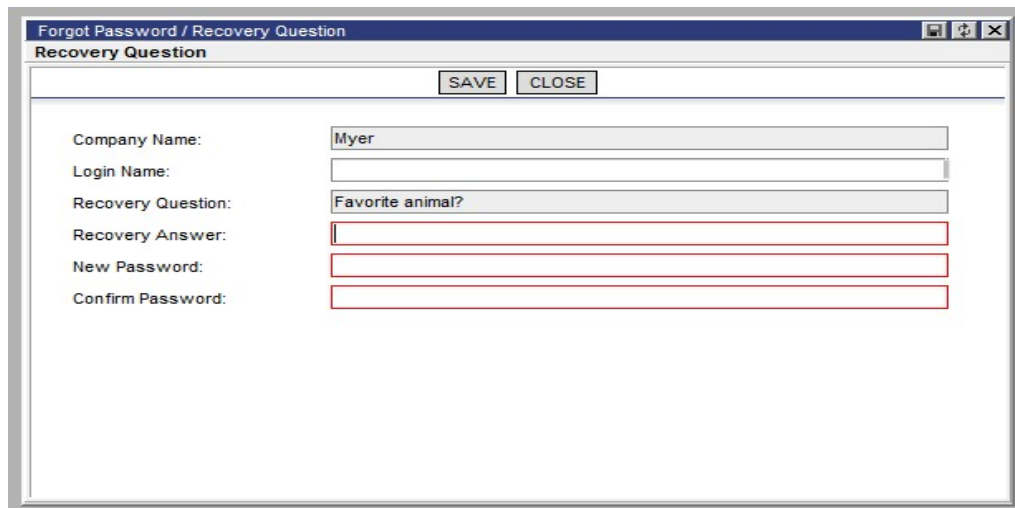
A screenshot of a 'Change Password' dialog box. The dialog has a title bar 'Profile / Change Password' and a subtitle 'Change Password'. It contains fields for 'Old Password:', 'New Password:', 'Confirm Password:', 'Recovery Question:', and 'Recovery Answer:'. There are 'SAVE' and 'CANCEL' buttons at the top. The 'Recovery Question' field has a dropdown arrow.

Note the password changes are saved but not visible

If you key the incorrect password in the login screen the **Forgot Password** link will appear.

A screenshot of a login screen. At the top, a yellow warning icon is next to the text: 'The system could not log you in with the credentials you have supplied. You need to log in again.' Below this are input fields for 'Company Name:' (containing 'Myer'), 'Login Name:', and 'Password:'. There is a 'Remember Me:' checkbox and a 'Check to Auto-Login Next Time' checkbox. A 'Login' button is at the bottom. A 'Forgot Password?' link is highlighted in yellow at the bottom right. The text 'VZWBA01' is visible in the bottom right corner.

When you click on “Forgot Password” the following screen appears.



The screenshot shows a window titled "Forgot Password / Recovery Question" with a subtitle "Recovery Question". At the top right are "SAVE" and "CLOSE" buttons. The form contains the following fields:

- Company Name: Myer
- Login Name: (empty)
- Recovery Question: Favorite animal?
- Recovery Answer: (empty)
- New Password: (empty)
- Confirm Password: (empty)

Follow the prompts and record the company name (Myer) and your login name in the space provided. Answer the recovery question and record your new password.

5. Setting Your Email Preferences

You can select which events result in a message being sent to your email address by selecting the *Email Preferences* option under the *Dock Appointments* menu.

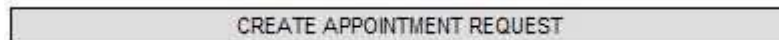


The screenshot shows a window titled "Dock Appointments / Dashboard / User Inbox / Email Preferences" with a subtitle "Email Preferences". At the top right are "SAVE" and "CLOSE" buttons. The form contains the following fields:

- Email Address: (empty)
- Send Email When:
- ☒ an appointment request is approved
- ☒ an appointment request is rejected
- ☒ an appointment request is cancelled
- ☒ an appointment request is submitted with PO warnings
- ☒ an appointment is re-scheduled
- ☒ an appointment is marked as no-show
- ☒ an appointment has arrived
- ☒ an appointment has departed
- ☒ a comment is added to the appointment by another party
- ☒ a change is made to a hot appointment

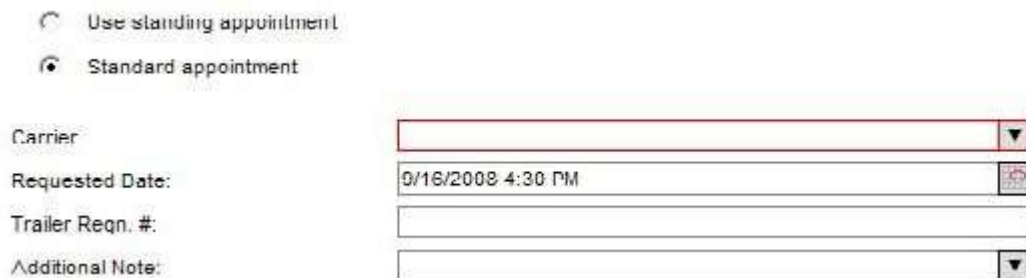
6. Creating a Book In Request

You can book a request by clicking on the *Create Appointment Request* button on the dashboard.



Always select a Standard Appointment.

Select the carrier from the drop-down list. InFAST will remember this next time you log in. Specifically, the date and time requested for the booking. Leave other fields blank.

A screenshot of a web form for creating an appointment. At the top, there are two radio buttons: "Use standing appointment" (unchecked) and "Standard appointment" (checked). Below these are four input fields: "Carrier" (a dropdown menu), "Requested Date:" (a date and time picker showing "9/16/2008 4:30 PM"), "Trailer Reqn. #:" (a text input field), and "Additional Note:" (a text input field with a dropdown arrow on the right).

If the delivery includes merchandise from only one supplier, then select the supplier, name (adjacent to the carrier).

If the delivery includes merchandise from more than one supplier, **select** the *Tick box Multiple Suppliers* and leave the Supplier Field empty. This will allow you to choose PO/ASNs by supplier in the following steps.

Choose the *unload method* for your delivery from the drop-down list. Leave other fields blank

A screenshot of the appointment request form with the "Multiple suppliers" section expanded. The "Carrier" dropdown is set to "Altona DC". The "Requested Date" is "9/16/2008 4:30 PM". The "Trailer Reqn. #" is empty. The "Additional Note" is empty. The "Appointment Date" and "Dock Number" fields are empty. The "Multiple suppliers" section is expanded, showing a "Supplier" dropdown set to "Altona DC" and a "Tick box Multiple Suppliers on line level" which is checked. The "Unload Method" dropdown is set to "Bulk". The "Product Type" is empty. The "Ship To" dropdown is set to "Altona DC". The "Address" field shows "Altona DC, 1000 1st Street, Altona, VT 05225, US". The "Coordinates" field shows "44.500000, -72.600000". The "Fax" field shows "(802) 550-1111". The "Instructions" field shows "BOOKINGS MUST BE MADE BY 2PM THE DAY PRIOR TO DELIVERY". The "Comments" and "Saved By" fields are empty.

Select the warehouse you are delivering to in the *Ship To* field

A screenshot of the "Ship To" field, which is a dropdown menu. The text "Ship To:" is to the left of the dropdown. The dropdown menu is open, showing a list of options, with "Altona DC" selected.

7. Single Supplier Delivery of One or More Orders

Select a PO or ASN from the drop-down list to **add** to your delivery. After selecting a PO, **click** the New button to save the PO/ASN to your delivery. You are then able to select additional PO/ASNs. You must **click New** after selecting each PO/ASN.

Leave all other fields blank.

! PO # ASN # Supplier # Supplier Name Comments Cartons GOH Bulky Order Type Class Gr

PO #: Not in List...
ASN #: Not in List...
Supplier Name: Class Group:
Order Type: EQ Order Type:
SSCC Qty: Cartons GOH Bulky Ad Date:
Comments:

NEW DELETE

VALIDATION CODES
* GOOD: ASN # is valid
WARNING: ASN# is not found in the system

8. Multiple Supplier Delivery

Select the *supplier* from the drop-down list. This will restrict the PO/ASN list in the next selection. If the supplier field is not displayed, **select** the *Tick box* for multiple suppliers further up the screen. **Select** PO or ASN from the drop-down list to add to your delivery. After selecting a PO, **click** the New button to save the PO/ASN to your delivery. You are then able to select additional PO/ASNs for the same supplier. You must **click New** after selecting each PO/ASN.

To change to the next supplier, **select** the supplier from the drop-down list, then **select** a PO or ASN, **click New** after selecting each PO/ASN.

Leave all other fields blank.

Carrier: Supplier: ☒ Multiple suppliers
Requested Date: Unload Method: Cartons: Pallets:
Trailer Regn. #: Int'l. Container #: GOH:
Additional Note: Product Type: Bulky:

PO # ASN # Supplier # Supplier Name Comments Cartons GOH Bulky Order Type Class Group EQ Order

Supplier: PO #: Not in List... ASN #: Not in List...
Supplier Name: Class Group:
Order Type: EQ Order Type:
SSCC Qty: Cartons GOH Bulky Ad Date:

NEW DELETE

Comments: Saved By:
Private: ☐

Coordinator: Recieving Coordinator, Phone: (03) 9360 1126, Fax: (03) 9360 1118
Instructions: *BOOKINGS MUST BE MADE BY 2PM THE DAY PRIOR TO DELIVERY*

9. Entry of Multiple POs

An alternate data entry method simplifies bookings with multiple POs from multiple suppliers.

A button *Multiple PO Entry* on the *Create Appointment Request* screen activates the MPOE enhancement. This button is available when a carrier name is specified, the multiple suppliers' check box is ticked and a ship to location has been specified.

The screenshot shows the 'CREATE APPOINTMENT REQUEST' screen in a web browser. The 'Multiple suppliers' checkbox is checked. At the bottom of the form, there is a button labeled 'MULTIPLE PO ENTRY' which is highlighted by a large black arrow. The form includes fields for Carrier, Requested Date, Trailer Regn, Appointment Date, Dock Number, Ship To, and various checkboxes for Unload Method, Cartons, Pallets, GOH, and Bulky. A validation codes section is visible at the bottom left of the form.

Candidate POs

This text box allows for up to 50 POs to be keyed in or copied and pasted. Each PO must be on a new line. Leading zeros are not required.

Codes

During validation, a code will be displayed against each PO. The only codes that will permit an automatic booking are * and **. Other codes indicate the reason for validation failure. Corrective action should be taken as follows:

Code	Corrective Action
!!!	The ASN has not been received. Merchandise cannot be received. Contact the supplier to arrange for ASNs to be submitted.
+++	The supplier has not been established in InFAST. Contact the Myer InFAST support desk on 03 9661 1177.
\$\$\$	The supplier has not authorised carrier for delivery. Contact the local Myer DC.
###	The PO does exist, but there is no ASN for the given ship to location. Merchandise cannot be received. Contact the supplier and arrange for (a) delivery to the correct DC, or (b) submission of ASNs to the current DC.
///	ASN previously booked. A partial or non-delivery has already occurred. Contact the local DC for recording of the non-delivery and ensure all future bookings are for the entire contents of a PO.
^^^	The PO has already been specified on the list. Delete the duplicate.

Clear Candidate PO Box Button

This button will clear all details from Candidate PO list. Validated POs are not affected.

Validate Button

This button will validate each PO listed in the Candidate PO Box. The results are displayed in the detail list below the Candidate PO Box and the Candidate PO Box is cleared. The status code is displayed to the left of the PO details.

Save Button

This button saves the validated POs in the detail list back to the main "Create Appointment Request Screen". The Candidate PO Box is cleared.

Clear All Button

This button returns to the main "Create Appointment Request Screen". The Candidate PO Box is cleared and no details from the MPOE screen are returned.

Delete Button

This button allows the user to delete an individual PO record from the detail list.

*******IMPORTANT*******

If the PO (or ASN) you wish to deliver displays the status code "!!!", then the ASN is reported as invalid. The supplier should visit the Myer Supplier website at <http://myersupplier.myer.com.au> and utilise the EDI Track and Trace function to confirm if the ASN has been acknowledged as being received by Myer.

For further queries on ASN validation, please contact the Myer E-Commerce team:

Phone: 1300 853 649, then choose Option 2

E-mail: Myer.Ecommerce@myer.com.au

10. Booking Summary

The quantities of cartons, pallets, and garments on hangers and bulky items on the PO/ASNs you have selected will display a summary in the booking header. If your delivery includes 15 or more cartons, these must be delivered on pallets. **Specify** the pallet count in the *white*, right hand *cell*.

Cartons:		
Pallets:		
GOH:		
Bulky:		

Leave all other fields blank.

At this point you may either save your booking as a draft for later or submit for automatic approval request. Use the buttons at the top of the booking request.

SAVE DRAFT	SUBMIT	CANCEL
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If your booking request has been successful, then a booking confirmation number is issued, and the status of the booking will change to 'Approved'.

Status:	Approved
Confirmation #:	2000882
Request #:	1000882

If your booking is valid, but there are not docks free at your requested time, you are able to select an alternate time slot and re-submit your booking.

If your booking is not valid, please contact the DC to discuss the reason for your booking not being accepted.

You can return to your dashboard at any time by selecting Dashboard on the *Dock Appointments* menu. There you can review the bookings that have been saved, submitted and approved.

11. Canceling a booking

If a booked time cannot be met it is advised that you cancel your booking. Canceling an appointment avoids being marked as a NO SHOW which causes inconvenience to both the DC and you when attempting to rebook the ASNs in the future.

You can cancel an appointment by locating the approved appointment in the *Dock Appointments menu, Appointments, Approved Appointments*. Select the appointment by double clicking your mouse anywhere on the row. This will navigate you to the approved appointment.

By clicking the CANCEL key at the top of the page you will be able to cancel your booking. The booking status will change to Cancelled.

We ask that you phone the relevant DC to advise that the booking has been cancelled if the cancellation is made the day of the appointment. If the cancellation is made any time prior to the booked day the DC does not need to be advised.

12. Understanding Your Responsibilities as a Carrier

A carrier is responsible for:

- Ensuring all merchandise is on a valid PO/ASN before booking
- Delivering only those PO/ASNs specified on a booking
- Ensuring ASNs are not split across multiple vehicles
- Ensuring a booking request is approved before delivering
- Submitting booking requests prior to 2pm for a delivery the following day.
(Submitting a booking earlier increases your chance of obtaining an agreeable timeslot).
- Arriving at the DC at the agreed time
- Notifying the DC in advance of any circumstances that will prevent a delivery from arriving on time or at all.

13. Understanding your Responsibilities as a Supplier

Where a supplier delivers merchandise directly to the DC, that supplier assumes the carrier responsibilities above including those listed below.

A supplier is responsible for:

- Ensuring all merchandise is on a valid PO/ASN
- Endeavoring to check the validity of an ASN via the Myer Supplier website prior to contacting the Myer E-Commerce helpdesk or DC
- Ensuring you and your chosen carrier adheres to the responsibilities in this document.

14. Getting Help

InFAST Support Line Phone: 03 9360 1111

For issues with the Infast booking system including the following: Attaching or changing Carriers, adding users, updating details including e-mail addresses and Usernames. For enquiries regarding specific bookings please call the DC's

Distribution Centers

Altona VIC	03 9360 1151
Ravenhall VIC	03 8667 6239
Eastern Creek NSW	02 8882 0112
Richlands QLD	07 3713 5318
Kewdale WA	08 9453 8128
Wacol	07 3718 0905

The Myer E-Commerce EDI team can be contacted for troubleshooting ASN issues on:

Phone: 1300 853 649, then choose Option 2

e-mail: myer.ecommerce@myer.com.au