MYER

InFAST Quick Reference Manual

Supplier Information Package

Contents

Contents

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.

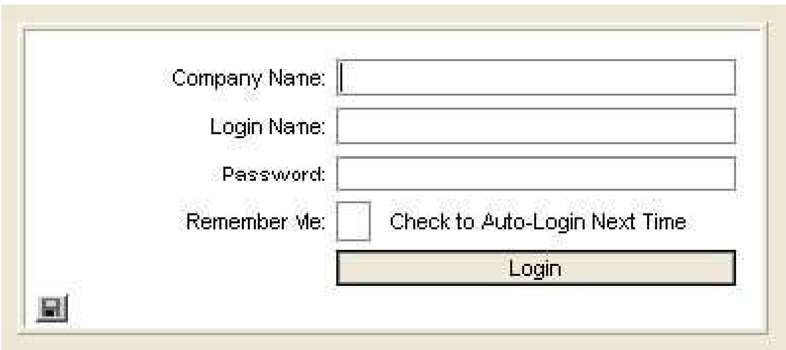
InFAST is designed to promote visibility of receipt availability and status of dock appointments

3. Logging In

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

www.dockappointments.com

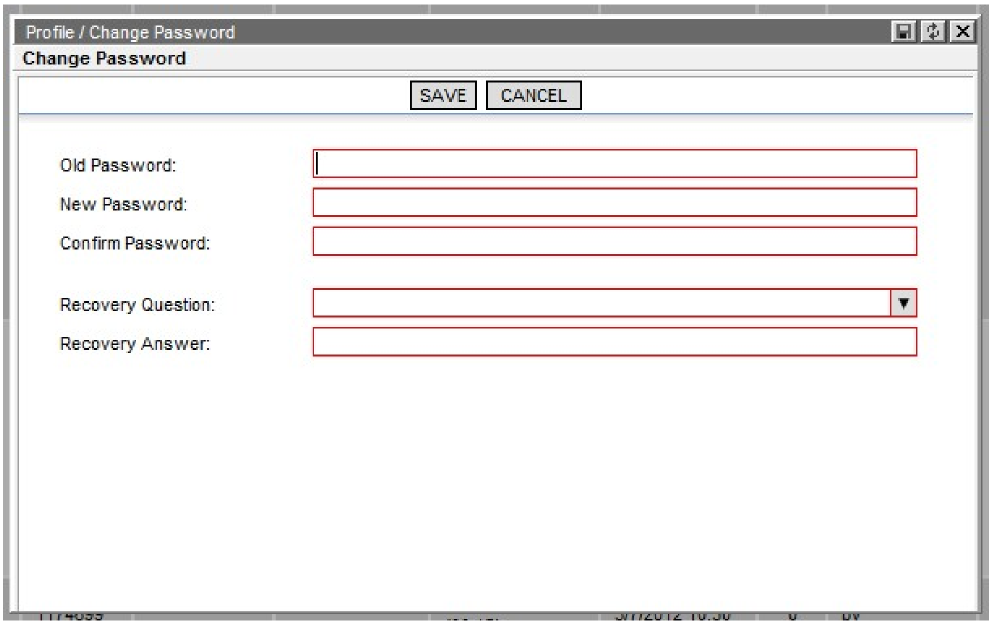
Click on the link "Descartes Dock Appointments - Log-in". If you have used the "Remember Me" option at the InFAST log-in screen, a new browser window will open, and you will be logged in to InFAST. If you have not used the "Remember Me" option, or have used the LOGOUT option to exit InFAST, you will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

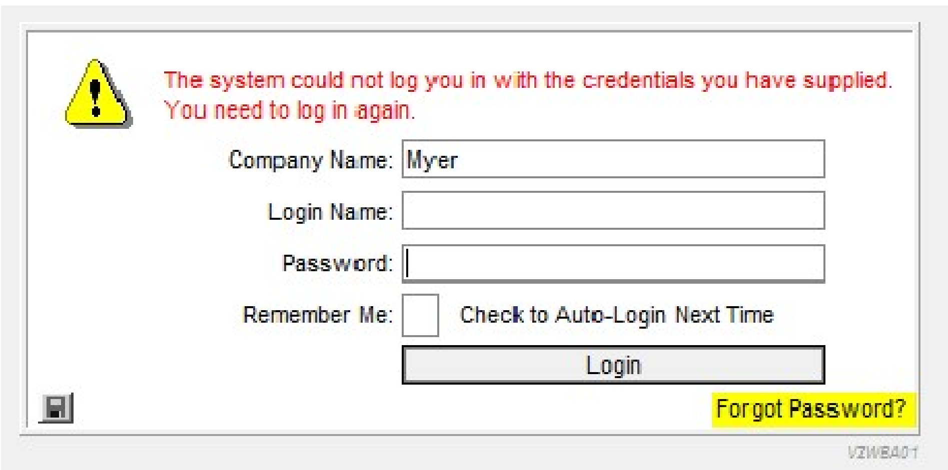
4. Changing Your Password

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.

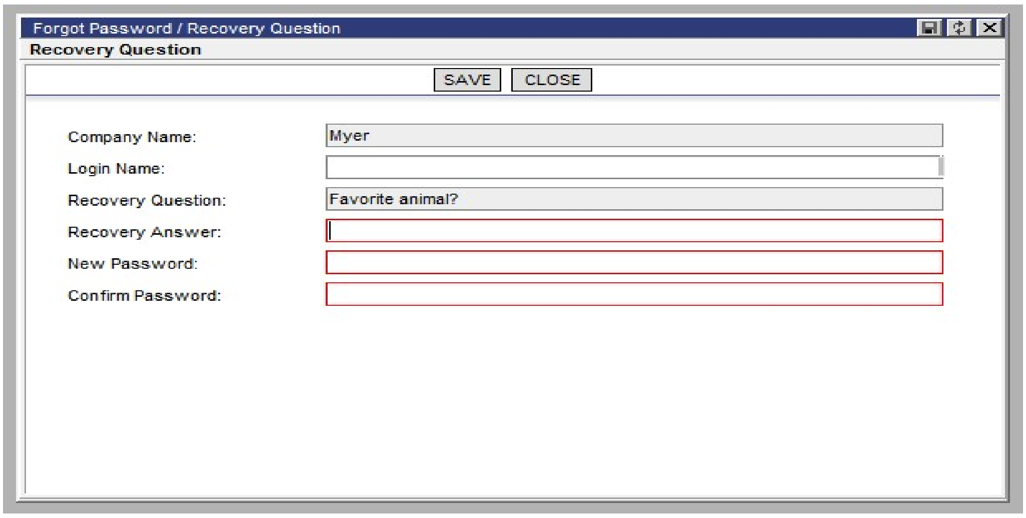


Note the password changes are saved but not visible

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



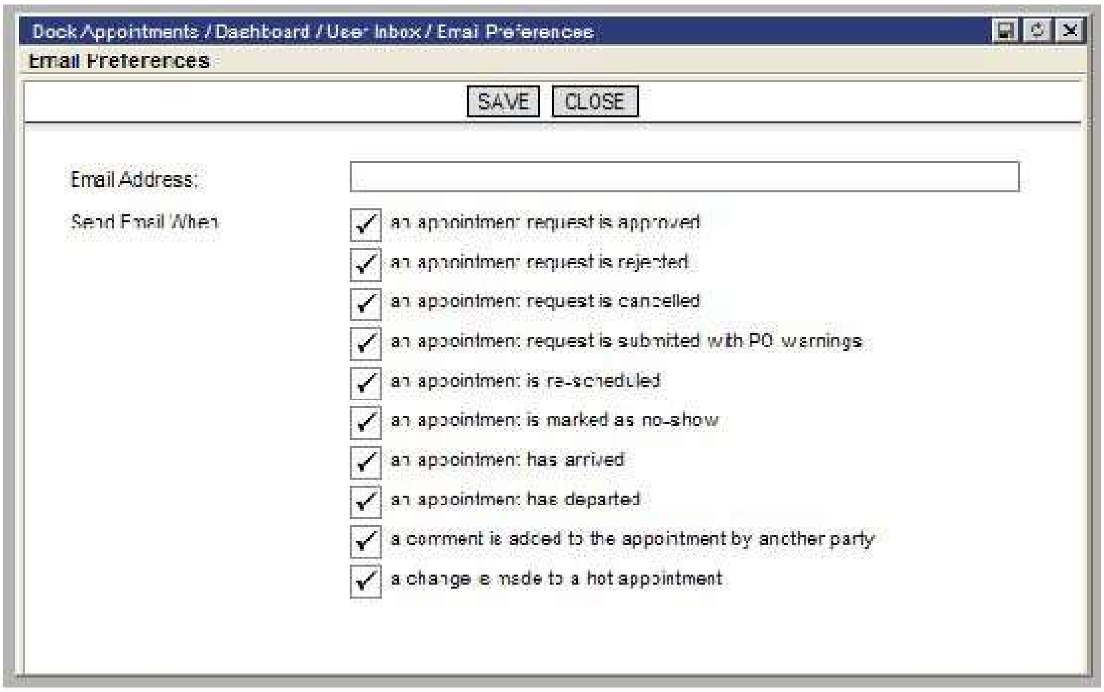
When you click on “Forgot Password” the following screen appears.



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.

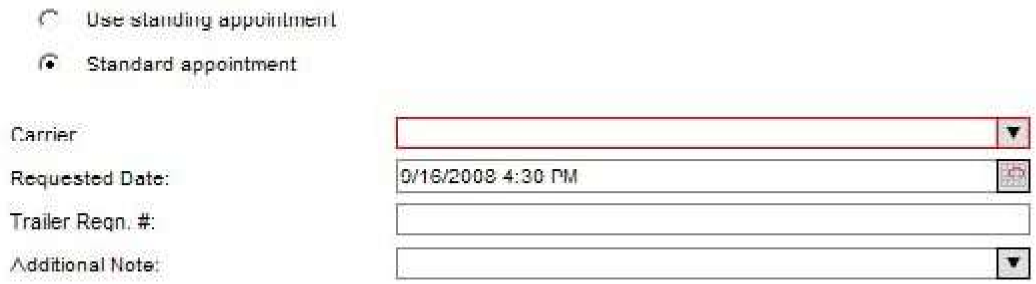


6. Creating a Book In Request

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

Always select a Standard Appointment.

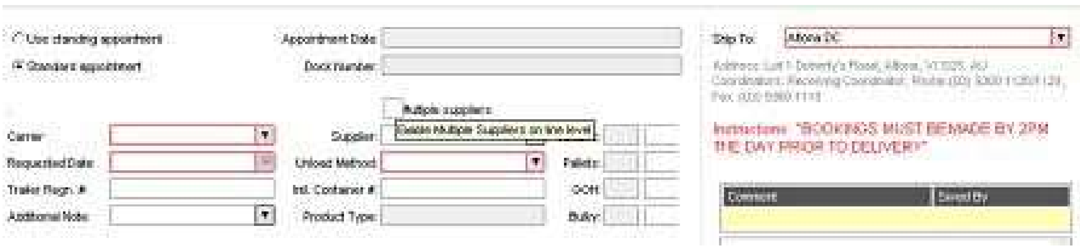
Select the carrier from the drop- down list. InFAST will remember this next time you log in. Specifically, the date and time requested for the booking. Leave other fields blank.



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

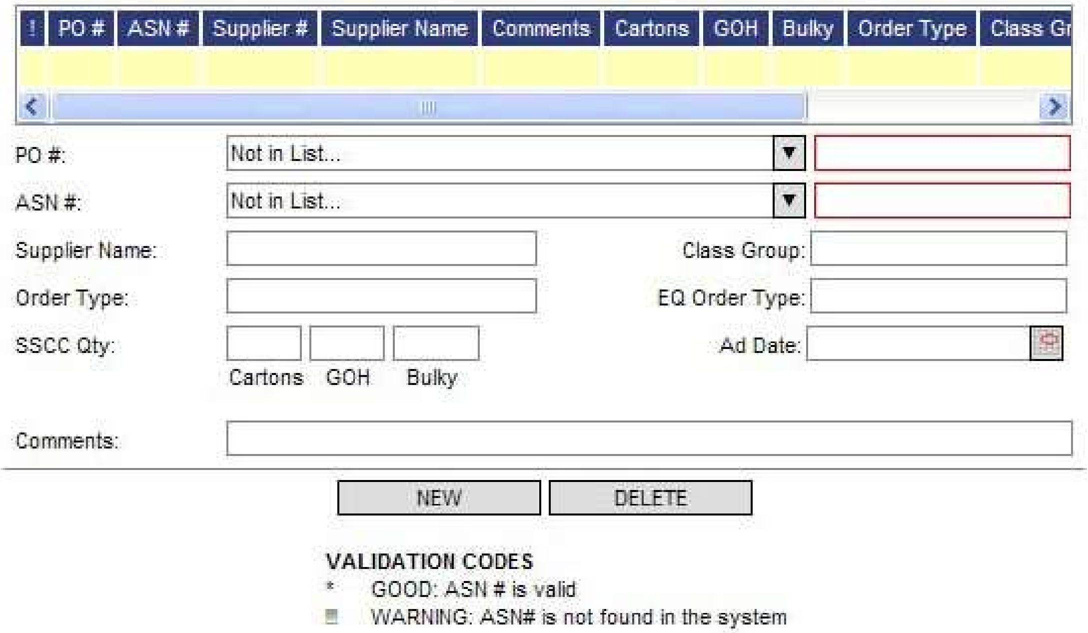


Select the warehouse you are delivering to in the *Ship To* field

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.

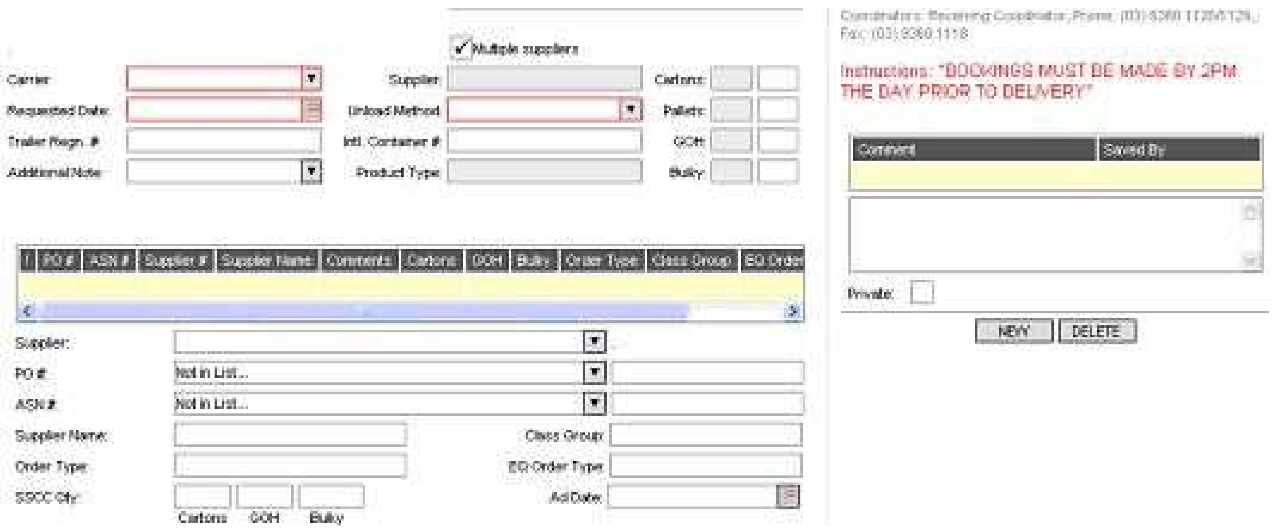


8. Multiple Supplier Delivery

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. <u>You must</u> **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.

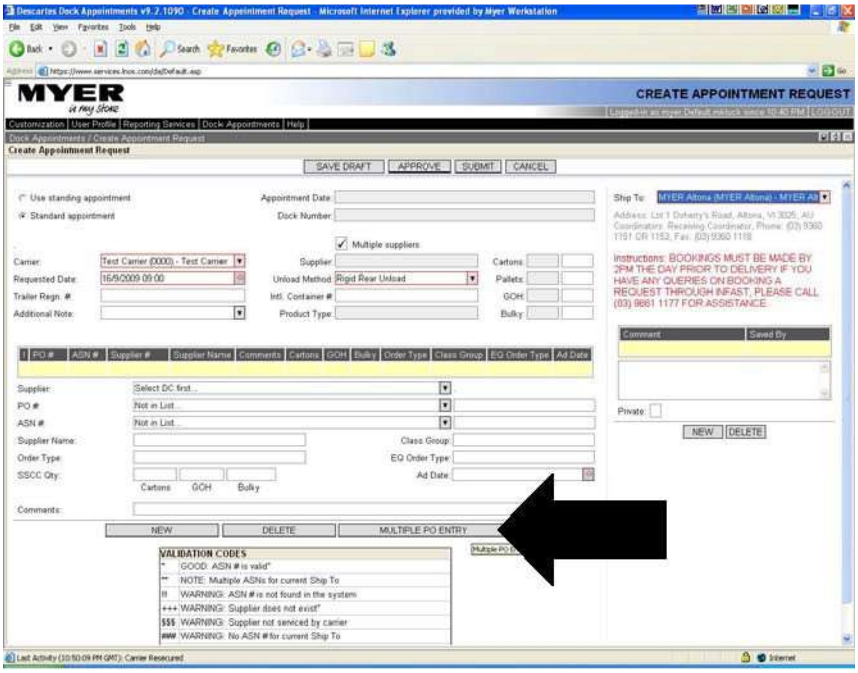
Leave all other fields blank.



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.



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.

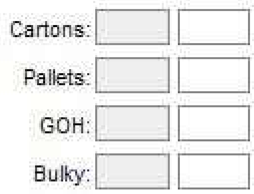
For further queries on ASN validation, please contact the Myer E-Commerce team:

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.*



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.

If your booking request has been successful, then a booking confirmation number is issued, and the status of the booking will change to ‘Approved’.

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