How to Process LTL Orders

Channel Gate Portal User

CHANNEL GATE

1 EDI Enabled

ISA*00* *00* *12*6046789141 *12*7817942257 *191009*1550*U*00401*000081560*1*P*!~ GS*PO*6046789141*7817942257*20191009*1550*81560*X*004010~ ST*850*0001~ BEG*00*DS*<mark>VRC121-18717407</mark>**20191009~ \rightarrow ORDER ID DTM*004*20191009~ TD5***^{PILOT FREIGHT**THRESHOLD}[~] → CARRIER AND SHIP METHOD, PLEASE NOTE THAT THIS MAY CHANGE AFTER THE BOL IS PROCESSED. PLEASE ONLY REFER TO THE BOL'S LISTED CARRIER AS THAT WILL BE THE FINAL CARRIER. IF YOU ARE A BRAND WITH ONLY 1 WAREHOUSE, THE **CARRIER LISTED IN THE EDI 856 IS THE FINAL CARRIER.** N1*BT*CYMAX STORES INC.~ N2*ATTN: ACCOUNTS PAYABLE~ N3*4170 STILL CREEK DRIVE*SUITE #310~ N4*VANCOUVER*BC*V5C 6C6*CA~ N1*ST* JOHN SMITH~ → CONSIGNEE NAME N3*1234 EVERETT CT $\sim \rightarrow$ CONSIGNEE ADDRESS N4*DENVER*CO*80215*US~ → CONSIGNEE ADDRESS REF*ZZ*VRC121-18717407~ PER*IC* JOHN SMITH*TE*7002711514~ → CONSIGNEE PHONE NUMBER PO1*1*1*EA*231**VP*158-21003 *BP*158-21003 ~ → SKU OF ITEM ORDERED PID*F****BRAND1 KING SIZE WALNUT 3-DRAWER STORAGE BED FRAME[~] → ITEM ORDERED PO4**1*EA~ → QUANTITY OF THE ITEM ORDERED CTT*1*1~ AMT*TT*231~ SE*19*0001~ GE*1*81560~ IEA*1*000081560~

2 Non-EDI Enabled



- 1. Log into your Channel Gate Portal's Order Management Section then find orders that are in Unprocessed Status then click DOWNLOAD ORDER.
- 2. Can bulk export by Selecting **EXPORT** from the top right side of the page to pull your list of orders.
- 3. This dialog box will appear then click YES, DOWNLOAD.
- 4. The order details will be listed on the Excel document. Note the necessary details for printing any internal label or packing slip -- order id, SKU, qty,

ship method, carrier, consignee name, address.

A	В	с	D	E	F	G	н	1.1	1	к	L	M	N	0	Р	1	L R
Order ID	Order Date	- Sku	Cost	V Product Title	V Qty	Expected Shipping Date	Shipmethod	Carrier	CompanyName	 FirstName 	LastName 💌	Address1	Address2	City	✓ Zip	 State 	Country 💌
VRC121-20842945	12/16/2020 8:37:10 AM	1707-BL-SOFA	5	00 Faux Leather Living Room Loveseat in Black	1	12/29/2020 12:00:00 AM	Ground	FedEx		HARPER	HOUGH	125 MAIN STREET		BEVERLY HILLS	9	0210 NY	US

To process orders ready for shipping, follow the steps below for both EDI and Non-EDI brand in Unshipped status:



Log into Channel Gate with credentials provided

- 1. Under ORDERS, you will find the heading UNSHIPPED which outline all orders ready for shipping.
- 2. Filter out all the LTL Orders by using the "Shipping Method" FILTER on the top right as shown in the figure.

To process orders ready for shipping, follow the steps below for both EDI and Non-EDI brands:



3. When an order is ready to be shipped and released to the carrier within 24 hours, select MARK AS

PICK UP READY.

4. Pick the warehouse where the order will be coming from then click MARK AS PICK UP READY.



5. Once the Bill of Lading ("**BOL**") is ready, (typically 30-60 minutes), it will be available for download in the same unshipped orders section and will also be emailed to your existing warehouse contact email address.

If the BOL has not generated, please reach out to shipping@cymax.com

To process orders ready for shipping, follow the steps below for both EDI and Non-EDI brands:



NAME and enter in the TRACKING NUMBER used to ship the order.

Add Tracking	×
Order ID: VRC121-23968621	6b
Select a Carrier and Add the tracking number(s):	
Select Carrier	\sim
Tracking Number	
+ Add	
	Submit Cancel

- Only MARK AS PICK UP READY if it is completely ready on your docks for pick up the same day it is marked. The carrier will show up 24-48 business hours. Should the carrier arrive and they are turned away for any reason, this may result to a credit memo under your account for charges incurred.
- Please ensure that the carrier listed in the BILL OF LADING is utilized.
- If the carrier assigned is <u>Metropolitan Warehouse</u>, email <u>shipping@cymax.com</u> and cc <u>metropickups@metropolitanwarehouse.com</u> when the shipment is ready for pick up and state the following:
 - Subject Line: Metro Pick Up Order#VRC121-XXXXXXX Waybill/Pro#XXXXX
 - Body: Ready for pick up on (Month, Day) at (Time window) from (Warehouse Address) and any pertinent directions for the pick up.
- If the carrier assigned is <u>Deliveright</u>, please utilize the Bill of Lading and labels emailed to your warehouse representative from <u>shipping@cymax.com</u>.
- If the carrier assigned is **<u>Fragilepak</u>**, please ensure that the labels generated (located in the next pages after the BOL) are secured on the cartons.
- Inspect the BILL OF LADING to ensure that the item details are correct and ensure that the order will ship through the requested carrier. Print 2 copies of the BILL OF LADING, one for your records and one for the carrier. Please ensure that the BILL OF LADING is signed upon pick up.
- Waybill# also serves as the tracking number of the shipment. Please ensure you have this number as you will have to enter it in the vendor portal once the order ships.
- Inspect the package information and ensue that the dimensions, weights and quantities align to the cartons that are to be shipped. If there are changes, please email <u>shipping@cymax.com</u> immediately prior to shipping
- Should the BOL not generate within 2 hours since the shipment was marked as ready, please email <u>shipping@cymax.com</u> to request for assistance.
- If the carrier hasn't shown up within 48 business hours since you have marked a shipment as ready, please reach out to <u>shipping@cymax.com</u> and one of our logistics coordinators will be able to help escalate the pick up request to the carrier.
- <u>Note that</u> for orders in unshipped status, whether we receive the carrier's API tracking or your team's tracking the order may moved to shipped status.



BILL OF LADING

Pickup Date Requested: 2020/01/03 Purchase Order (PO) # VRC121-19031919 Pickup Location Name Matress DropOff Location Marketszip Address Christel Name Contact Name Address Contact Name Contact Name Contact Name Contact Name Contact Name Contact Name Contact Name Contact Name Contact Name Contact Name Contact Name						_								
Carrier Name Pilot Freight Services Service Level Curbside Pickup Location Address Name Address StripSitate/Zip Crite/State/Zip Contact Name Contact Name Special Instructions Third Party Billing Package Type Name Quantity Carter's Total Shipment Meight (bo) Tester 1 Package Type Name Quantity Carter's Signature over Printed Name) Category Netes Box Gol1015 1 1 1 100 Total Shipment Pieces Itiop er Mpi	Waybill/Pro # 089011822							Pickup Date Requested 2020/01/03 Purchase Order (PO) # VRC121-19031919						
Pickup Location DropOff Location Name Address City/State/Zip City/State/Zip Contact Name Contact Name Contact Name Contact Numbe Contact Number Contact Numbe Contact Number Contact Email I Lift Gate Pickup Location Type Residential I Lift Gate Pickup Location Type Residential I Lift Gate Pickup Location Type Residential Special Instructions Third Party Billing Delevery Appointment Included Total Carton Total Shipment Verget Vice Gos Box 601015 1 1 110 33.75L x 30.75V x 3.00 Tester recliner i Shipper's Signature/Date (Signature over Printed Name)	Carrier Name Pilot Freight Services Service Level Curbside													
Name Address Address City/State/Zip City/State/Zip Contact Name Contact Name Contact Name Contact Name Contact Email Lift Gate Pickup Lift Gate Pickup Lift Gate Pickup Limited Access Pickup Limited Access Pickup Special Instructions Deleter y Contact Email Contact Email Limited Access Pickup Limited Access Delivery Contact Email Special Instructions Deletery Pipe Contact Carean Package Type Name Cuerter Carean Contact Email Special Instructions Total Shipment Weight (lbs) Total Shipment Pieces Special Gaster Carean Total Shipment Pieces Special	Pickup Location							Off Location	n					
Address Address City/State/Zip Contact Numbe Contact Number Contact Numbe Contact Ramal Contact Numbe Contact Ramal Contact Numbe Contact Ramal Contact Numbe Contact Banal Location Type Residential 1 Lift Gate Pickup 1 Limited Access Pickup 2 Limited Access Pickup Special Instructions Third Party Billing Contact Numbe Contact Numbe Contact Numbe Contact Numbe Special Instructions Third Party Billing Contact Numbe Contact Numbe Contact Numbe Contact Numbe Special Instructions Third Party Billing Contact Numbe Contact Numbe Contact Support Total Shipment Weight (bbs) Box 601015 1 1 110 33.75L x 30.75W x 150.0 Tester i item count Printed Name) (Signature over Printed Name) (Signature over Printed Name) item count Printed Name)	Name													
	Address					Addres	s							
Contract Number Contract Number Contract Rmail Contract Rmail 1 Lift Gate Pickup Contract Rmail 1 Lift Gate Pickup [] 2 Lift Gate Pickup [] 1 Lift Gate Delivery [] 2 Control Total Shipment Weight (Ibs) Total Shipment Pieces 110 1 1 1 2 Itel or Pick Up Itel or Pick Up 2 Itel or Pick Up Itel or Pick Up	City/State/Zip						City/St	ate/Zip						
Contact Number Contact Email Lift Gate Pickup Lift Gate Pickup Limited Access Pickup Limited Access Pickup Third Party Billing Package Type Name Countity Contact Email Location Type Residential X Lift Gate Delivery Third Party Billing Contact Numbe Contact Email Contact Email Location Type Residential X Lift Gate Delivery I Limited Access Delivery Third Party Billing Contact Numbe Contact Email Selevery Appointment Included Contact Email Contact Email Location Type Residential X Lift Gate Delivery I Limited Access Delivery Third Party Billing Contact Numbe Contact Email Contact Numbe Contact Email Location Type Residential X Lift Gate Delivery I Limited Access Delivery Third Party Billing Contact Numbe Contact Email Contact Numbe Contact Email Contact Numbe Contact Email X Lift Gate Delivery I Limited Access Delivery Third Party Billing Contact Numbe Numbe Contact N	Contact Name						Contac	t Name						
Contact Email Lift Gate Pickup Limited Access Pickup Limited Access Pickup Special Instructions Delivery Appointment Included Third Party Billing Contact Email Location Type Residential X] Lift Gate Delivery [] Limited Access Delivery Third Party Billing Contact Email Location Type Residential X] Lift Gate Delivery [] Limited Access Delivery Third Party Billing Contact Email Location Type Residential X] Lift Gate Delivery [] Limited Access Delivery Third Party Billing Contact Email Location Type Residential X] Lift Gate Delivery [] Limited Access Delivery Third Party Billing Contact Email Location Type Residential X] Lift Gate Delivery [] Limited Access Delivery Third Party Billing Contact Email Location Type Residential X] Lift Gate Delivery [] Limited Access Delivery Third Party Billing Contact Email Location Type Residential X] Lift Gate Delivery [] Limited Access Delivery Contact Email Location Type Residential X] Lift Gate Delivery [] Limited Access Delivery Contact Email Location Type Residential [] Limited Access Delivery [] Limited Access Delivery Contact Email Location Type Residential [] Limited Access Delivery Contact Email Location Type Residential [] Limited Access Delivery Contact Email [] Limited Access Delivery [] Limited Acce	Contact Numb	er					Contac	t Numbe						
Ith Gate Pickup Location Type Residential Ithide Access Pickup Limited Access Pickup Special Instructions Delivery Appointment Included Third Party Billing Quantity Carrier Package Type Name Quantity Carton Total Carton Total Weight (Big 33.75L x 30.75W x 150.0 Tester '	Contact Email						Contac	t Email						
I Limited Access Pickup [X] Lift Gate Delivery Special Instructions Third Party Billing Delivery Appointment Included Commit Sciences Package Type Name Quantity Carton Total Shipment Weight (lbs) Total Shipment Pieces 110 1 Shipper's Signature/Date (Signature over Printed Name) (Signature over Printed Name) Carrier's Signature/Date	[] Lift Gate F	Pickup					Locatio	on Type Res	sidential					
Package Type Name Quantity Carton Total Sologe 22:0001 #310 - 4170 Still Creek Drive Burnaby BC VSC 6C6 Package Type Name Quantity Carton Total Weight (lbs) Dimensions (in) Preight Class Description Category Notes Box 601015 1 1 1 110 33.75L x 30.75W x 150.0 Tester : i Shipper's Signature/Date (Signature over Printed Name)	[] Limited A	ccess Pickup					[X] Li	ft Gate Delive	rv					
If J Exercicities County J Special Instructions Third Party Billing Openation Count State Package Information Package Information Package Type Name Quantity Carton Total Carton Total Veight (lbs) Box 601015 1 1 1 10 33.75L x 30.75W x 150.0 Tester 1 I Total Shipment Weight (lbs) Total Shipment Pieces 110 1	.,						[] Lii	mited Access	Delivery					
Special Instructions Third Party Billing Create Stores - Account Party Stores - Account Pa									,					
Operation Carrier's Signature/Date Shipper's Signature/Date (Signature over Printed Name) Date of Pick Up	Special Inst	ructions					Third Party Billing							
Package Information Package Type Name Quantity Carton Count Total Carton Count Total Velight (Ibs) Dimensions (in) Freight Class Description Category Notes Box 601015 1 1 1 110 33.75L x 30.75W x 150.0 Tester recliner i Total Shipment Weight (Ibs) Total Shipment Weight (Ibs) Total Shipment Weight (Ibs) 10 Carrier's Signature/Date (Signature over Printed Name) (Signature over Printed Name) Date of Pick Up	- Delivery Appointment Included						Cymax Stores Account# 6206282-0001 #310 - 4170 Still Creek Drive Burnaby BC V5C 6C6							
Package Information Package Type Name Quantity Carton Total Carton Total Weight (lbs) Dimensions (in) Preight Class Description Castegory Notes Box 601015 1 1 1 100 33.75L x 30.75W x 30.0 150.0 Tester : - <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td colspan="7"></td>														
Package Type Name Quantity Carton Count Total Carton (lba) Total Weight (lba) Dimensions (in) Freight Class Description Category Notes Box 601015 1 1 1 110 33.75L x 30.75W x 30H 150.0 Tester recliner i Total Shipment Weight (lbs) Total Shipment Weight (lbs) Total Shipment Weight (lbs)					F	ackage In	forma	tion						
Box 601015 1 1 1 110 33.75L x 30.75W x 30H 150.0 Tester recliner 1 Total Shipment Weight (lbs) Image: Carrier's Signature/Date (Signature over Printed Name) Date of Pick Up Date of Pick Up	Package Type	Name	Quantity	Carton Count	Total Carton Count	Total Weight (Ibs)	Din	nensions (in)	Freight Class	Description	Category	Notes		
Total Shipment Weight (lbs) Total Shipment Pieces 110 1 Shipper's Signature/Date (Signature over Printed Name)	Box	601015	1	1	1	110	33.75L x 30.75W x 30H 150.0 Tester recliner							
Carrier's Signature/Date Carrier's Signature/Date			Total Shipmer	nt Weight (ll	bs)				To	tal Shipment Piec	es			
Shipper's Signature/Date (Signature over Printed Name) Date of Pick Up Date of Pick Up	110						1							
Shipper's Signature/Date Carrier's Signature/Date (Signature over Printed Name) Date of Pick Up Date of Pick Up	L							I						
Shipper's Signature/Date Carrier's Signature/Date (Signature over Printed Name) Date of Pick Up Date of Pick Up														
(Signature over Printed Name) (Signature over Printed Name) Date of Pick Up Date of Pick Up	Shipper's Signature/Date						Carrier's Signature/Date							
Date of Pick Up Date of Pick Up	(Signature over Printed Name)						(Signature over Printed Name)							
	Date of Pick Up						Date of Pick Up							

Note that inconsistencies with shipping may result to charges requested via Credit Memo such as the following types below:

- 1. Carrier and Service Discrepancies Occurs when Carrier X was used vs carrier Y as listed on the Bill of Lading
- 2. Declared Dimensions and Weights When the carrier provides measurements or weights different from declared.
- 3. Palletization Use When pallets are used but not declared on the product catalogue.
- 4. Pick Up Charges for Freight Not Ready Occurs when the carrier comes in and they are turned away or are asked to wait more than 30 minutes resulting to extra charges for a second pick up or additional waiting time.
- 5. Incorrect Pick Up Address Happens when the pick up location is not the same as declared on the Bill of Lading.

How to Process an accepted Replacement Orders

Channel Gate Portal User

CHANNEL GATE

 Once your team has accepted a Replacement request (Partial/Full), a new Replacement order will be created on the orders page with both order and item status as Unshipped.

To start, login into Channel Gate and head to Order Management > Orders.



 To view all accepted replacement orders, click on filter > Replacement Accepted > Yes.

H	Dashboard									
ê	Order Management		0 Unprocessed	Order Status 0 Unshipped	0 Shipped	Unshippe 0 Late	d Item Shipment Schedule 0 0 Due Today Pre-ship Time	Item Ship Method 0 0 Ground LTL	Cano	ellation Requested
	Orders						Order Date			
>	Returns & Replacements					Jan 1	3, 2023 - Jan 27, 2023 📋			
2	Invoice Management	Search by O	rder ID			Q	7 Filter			« < > >> 25 °
	Product Management	Order Date	(Jan 13, 2023 - Ja	in 27, 2023) Last	15 Day(s)		Brand			Showing 0 to 0 of 0 order(s)
	Muzeboard								\sim	
ıl.	Seller Intelligence Platform	> Expar	nd All O	rder Date	-62	Order II	Yes	×	~	itatus
6	Admin Portal					<<	Арр	ly Filters		
۰	Settings									

Note for **Partial Replacement order**, as these are partial replacement orders our system does 3. not have the exact dimensions/weight for this item. In order to receive the shipping bill of lading, please contact shipping@cymax.com to get this.

Things that are required via email: 3



1.Cymax Order PO #

2. Warehouse pick-up location including all information such as Contact Name/Warehouse address/Contact Phone number.

3. Dimensions and Weight of the item

4.Replacement Part Cost

5.Subject Line "Partial replacement order # VRC121-xxxxxxx Request"

For Full Replacement orders, your team will be able to mark pick up ready and obtain the Bill of **4**.

Lading through Channel Gate.

	Jan 26, 2023 (2 days ago)	VRC121-678 Original Orc Accepted Da Accepted By	90123 ler ID: VRC121-67890120 ate: Jan 26, 2023 /: CGdemo@cymax.com	Tester A 123 Burn Vacnouve 604-234-	aby Street er BC V2I 3K2 5678	UNSHIPPED
<mark>nshippe</mark> t atus eplacem	ed nent	QTY: 1	Pemberly Row Newton Easy-Lift Dual P Murphy Wall Bed in Bark Gray PID: 12345 SKU: 23456-4 COS	viston Queen Size	Expected Ship Date Feb 07, 2023	Ship Method/Carrier White Glove Bronze By Home Direct LTL
ctions	Mark as Pickup Ready	Add Tracking	Update Est Ship Date Mark Disco	ontinued Mark B	ackordered BOL	

Contact Us

E-mail address	Issues	Can this be done on Vendor Portal?	Escalation if no reply
Cancellations@cymax.com	 If you need to notify us of a Cancellation due to a discontinued item or other reason. If you need to respond to a Cancellation request and unable to complete it via Vendor Portal 	YES	<u>Claire.d@cymax.com</u> CC <u>Dalia.a@cymax.com</u>
Orders@cymax.com	This inbox is dedicated to orders processing related questions: Confirm address, color, quantity, confirm if order duplicated or no, wrong SKU or wrong cost	YES	<u>Claire.d@cymax.com</u> CC <u>Dalia.a@cymax.com</u>
Tracking@cymax.com	If an order is not shipping on time and you need to add a Backorder or new Estimated shipping date. Or in case you need to update us with tracking.	YES	<u>Claire.d@cymax.com</u> CC <u>Dalia.a@cymax.com</u>
Shipping@cymax.com	 If you have the order ready to ship but you need a BOL or the carrier is not showing up for pickups. If a carrier change is needed. Ex: Item too big to go FedEx. You marked the order ready for pickup on the Vendor Portal but the BOL was never sent. 	DEPENDS	<u>muzaffer.b@cymax.com</u> CC <u>Meggie.h@cymax.com</u>
Creditmemos@cymax.com	Credit Memos	YES	
Returns@cymax.com	Anything Replacements or Returns related. Or if you need help processing a request on the Vendor Portal	YES	<u>Jose.l@cymax</u> CC <u>Dalia@cymax.com</u>

