DOCK SCHEDULING
CARRIER TRAINING

October 2022

Training Introduction

This guide provides overviews, illustrations, procedures and examples for the following using the Best Buy Carrier Portal.

- Requesting Access
- Create Delivery Request
- Modify a Delivery Request
- Reschedule Delivery Request
- Cancel Delivery Request
- View Available Dock Times
- View set Delivery Appointments
- EDI & Dock Scheduling

Login Process

New Carrier Access Requests

Requesting access to the Best Buy Scheduling Portal as a carrier.

1. Go to https://partners.bestbuy.com/applications/jda-user-guide-how-to-get-access
2. Click on the *Carrier Portal Access Request Form* link.
3. Once the request has been processed you will receive an Invitation email from Best Buy to complete the next steps of obtaining the User ID and Password that will be used for the JDA Dock Scheduling Portal.

Login Process
Once you've obtained login credentials, follow the directions below to login.

1. Go to https://partners.bestbuy.com/applications/jda-user-guide-how-to-get-access#login
2. Click on the *JDA Dock Scheduling Portal App* link.
3. Enter the username and password that you were provided with on the confirmation email

Once logged in you can locate Dock Schedule under the Navigation pane.

	Location Type ⇕	Location ID ⇕	Location Name ⇕	Division ⇕	Logistics Group ⇕	Address ⇕	Number of Dock
☐	Distribution Center	1376	Shepherdsville #1376		BBUS	600 PARK LOOP ROAD SHEPHERDSVILLE KY 40165 USA	
☐	Distribution Center	1754	Tracy Pac Sales #1754		BBUS	2300 CHABOT COURT TRACY CA 95304 USA	
☐	Distribution Center	1755	Chino Pac Sales #1755		BBUS	14310 RAMONA AVE CHINO CA 91710 USA	
☐	Distribution Center	1759	Dallas Pac Sales #1759		BBUS	609 ENTERPRISE ROAD SUITE 100 FLOWER MOUND TX 75028 USA	
☐	Distribution Center	2283	Bloomington Pac Sales #2283		BBUS	6205 WEST 111TH STREET BLOOMINGTON MN 55438 USA	
☐	Distribution Center	2285	Baltimore Pac Sales #2285		BBUS	6680 BUSINESS PARKWAY ELKRIDGE MD 21075 USA	
☐	Distribution Center	2288	Chicago Pac Sales #2288		BBUS	2601 INTERNATIONALE PARKWAY WOODRIDGE IL 60517 USA	
☐	Distribution Center	2290	Davenport Pac Sales #2290		BBUS	2314 WAVERLY BARN ROAD DAVENPORT FL 33897 USA	
☐	Distribution Center	2291	Perth Pac Sales #2291		BBUS	1061 AMBOY AVE PERTH AMBOY NJ 08861 USA	
☐	Distribution Center	70	Bloomington #70		BBUS	6203 "B" WEST 111TH ST BLOOMINGTON MN 55438 USA	
☐	Distribution Center	710	Chicago #710		BBUS	2601 INTERNATIONALE PARKWAY WOODRIDGE IL 60517 USA	
☐	Distribution Center	715	New York #715		BBUS	1061 AMBOY AVE PERTH AMBOY NJ 08861 USA	
☐	Distribution Center	717	Dublin #717		BBUS	100 BEST BUY DRIVE DUBLIN GA 31021 USA	
☐	Distribution Center	718	Atlanta #718		BBUS	2780 HORIZON RIDGE COURT SUWANEE GA 30024 USA	
☐	Distribution Center	722	Baltimore #722		BBUS	6680 BUSINESS PARKWAY ELKRIDGE MD 21075 USA	
☐	Distribution Center	723	Cleveland #723		BBUS	9780 MOPAR ROAD STREETSBORO OH 44241 USA	
☐	Distribution Center	724	Los Angeles #724		BBUS	14315 PIPELINE AVENUE CHINO CA 91710 USA	
☐	Distribution Center	725	Dinuba #725		BBUS	777 MONTE VISTA DRIVE DINUBA CA 93618 USA	

Create Delivery Request

Create Delivery Request Process

1. Select the **+** sign next to **Dock Schedule** on the left side of the screen
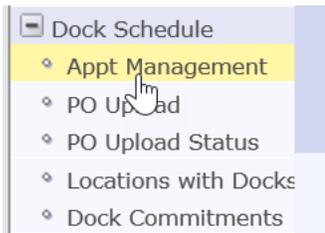
2. This will open the **Navigation** menu

   Select **Appointment Management** from the **Dock Schedule** menu to open the *Delivery Request* Window

   Please Note:

To solve issues with our Appt Management screen we ask that you follow these steps:

- Click Log Out which is located in the top right of the screen by your name.
- Close the Browser then Log In again.

This typically only needs to be done if the session times out or if it's your first time signing in for the day.

3. Click on "**Create New Request**"

4. Be sure to enter all the mandatory fields, called out with an '*' and outlined in red below

5. Once fields are populated, click "Add Shipments"

6. Complete the PO No, Cartons, and BOL No. for each of the shipments on the load. If there are multiple shipments, click Add Shipments to create another shipment line.

      a. **PO No:**

          i. BBY POs are in a six-letter format ex. (ABCDEF)

          ii. For DC-to-DC Transfers use 777777 as the PO

          iii. If the shipment is warehouse supplies (shrink wrap, bubble wrap etc. = GNFR use 999999 as the PO.

          iv. Pacific Sales POs may be numeric and can be used.

7. Click on Submit once all shipments for the load have been added

8. A Load ID # will be generated and displayed in a message at the top of the screen.

NOTE: This does not confirm that the date and time requested is available, it is a confirmation that your request has been received and will be processed. This message appears prior to the PO validation process. **Be sure to note your Load ID.**

If the PO and/or PO/Location combination is invalid, the system will notify you via email providing the information that must be correct before the delivery request can be processed.

To correct invalid PO(s) follow the Modify Delivery process outlined below. Once submitted the modified information will be validated again.

- Once you have the Load ID# you can check your appointment date/time in the Dock Commitments screen by entering the Load ID# in the External ID search box. Your appointment date/time will be listed as "Start Date/Time" in the dock commitments screen.

Modify/Reschedule Delivery Request

Modify Delivery Request Process

1. Select the **+** sign next to **Dock Schedule** on the left side of the screen

2. This will open the *Navigation* menu and click on **Appt Management**

3. Enter the Load ID, click **Search**
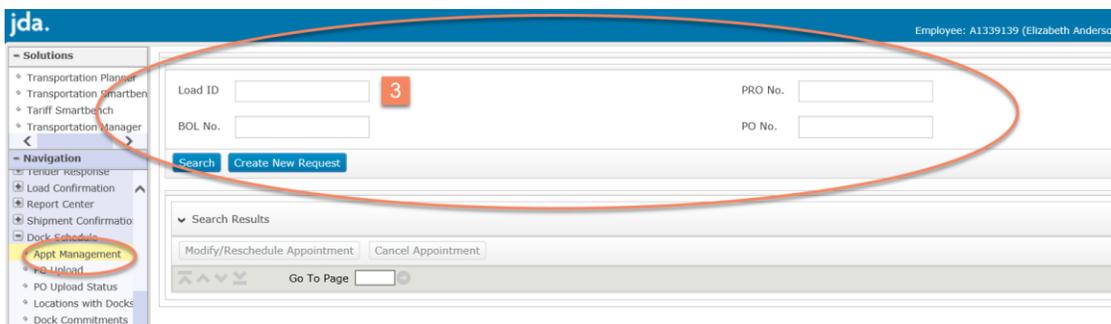
4. Select the load (1) you would like to modify and select *Modify/Reschedule Appointment* button (2).

5. The User can Search by Load ID (Delivery Request), PO No., BOL No., PRO No. OR a combination of these fields. You will need at least 1 of these fields populated to search but do NOT need all fields populated.

6. The system will then bring you to the load information to begin to modify.

7. The User can then edit all fields for the listed shipments/POs, select a reason code and hit submit at the bottom of the screen.

8. In the *Modify* screen the user can select a PO No. at the bottom of the screen or they can enter a new PO to be added to the Delivery Request or they can select a PO and remove it from the Delivery Request.

9. Once all the updates have been completed click on the **Submit** button at the bottom of the screen.

10. The system will then return you to the main screen that references your Load ID and acknowledges receipt of your requested modifications.

11. A Confirmation Screen will appear indicating the update was successful.

NOTE:

Again, this does not confirm that the appt has been granted, it is a confirmation that your request has been received and will be processed. This message appears prior to the PO validation process. If the PO and/or PO/Location combination is invalid, the system will notify you via email providing the information that must be correct before the delivery request can be processed. To correct invalid PO(s) follow the Modify Delivery process outlined below. Once submitted the modified information will be validated again.

Adding a PO(s) to an existing Delivery Request.

12. Enter the new Purchase Order information into the *Shipment Details* section of the screen

    a.   PO No (Mandatory)

- BBY POs are in a six-letter format ex. (ABCDEF)

- For DC to DC Transfers use 777777 as the PO

- If the shipment is warehouse supplies (shrink wrap, bubble wrap etc. = GNFR use 999999 as the PO.

- Pacific Sales POs may be numeric and can be used.

a. Cartons (Mandatory)

b. BOL No. (Mandatory)

c. PRO No.

13. Once all the new Purchase Orders (PO) have been added click on the **Submit** button at the bottom of the screen.

14. A Confirmation Screen will appear indicating the update was successful.

NOTE: Again, this does not confirm that the appt has been granted, it is a confirmation that your request has been received and will be processed. This message appears prior to the PO validation process. <u>If the PO and/or PO/Location combination is invalid, the system will notify you via email providing the information that must be correct before the delivery request can be processed.</u> To correct invalid PO(s) follow the Modify Delivery process outlined below. Once submitted the modified information will be validated again.

- Once you have the Load ID# you can check your appointment date/time in the Dock Commitments screen by entering the Load ID# in the External ID search box. Your appointment date/time will be listed as "Start Date/Time" in the dock commitments screen.

Remove a PO from an existing Delivery Request

15. Select the Purchase Order (PO) in the ***No. of Shipments*** section of the screen by checking the box next to the Purchase Order (PO).
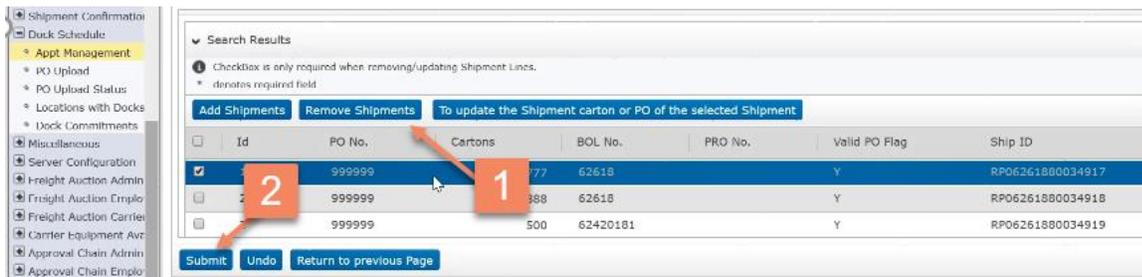
16. The **Remove** button will become active when the Purchase Order (PO) box is selected.

17. Click on the **Remove Shipment** button to delete the Purchase Order (PO) from the Delivery Request.

18. The Purchase Order will be removed on the screen.

19. Click on **Submit**

20. A Confirmation Screen will appear indicating the update was successful.
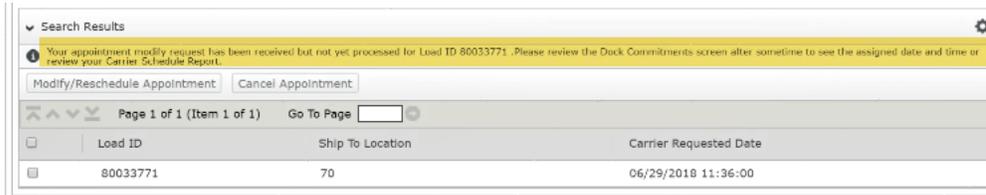
Reschedule Delivery Request

Reschedule a Delivery Request Process

1. Select the **+** sign next to **Dock Schedule** on the left side of the screen

2. This will open the *Navigation* menu and click on **Appt Management**

3. Enter the Load ID generated when the load delivery was created, click **Search.** The User can Search by Load ID (Delivery Request), PO No., BOL No., PRO No. OR a combination of these fields. You will need at least 1 of these fields populated to search but do NOT need all fields populated.

4.

5. Select the load you would like to reschedule and select *Modify/Reschedule Appointment* button.

6. Select a new Date and Time for the Schedule Request in the Carrier ETA.

7. Select a reason code for the reschedule from the drop-down menu.

8. Click on **Submit** to send the Reschedule Request.

9. A confirmation message screen will appear indicating the reschedule was successfully submitted.

NOTE: Again, this does not confirm that the appt has been granted, it is a confirmation that your request has been received and will be processed. This message appears prior to the PO validation process. <u>If the PO and/or PO/Location combination is invalid, the system will notify you via email providing the information that must be correct before the delivery request can be processed.</u> To correct invalid PO(s) follow the Modify Delivery process outlined below. Once submitted the modified information will be validated again.

Cancel Delivery Request

Cancel Delivery Request Process

1. Select the **+** sign next to *Dock Schedule* on the left side of the screen

2. This will open the *Navigation* menu

3. Select **Appt Management**
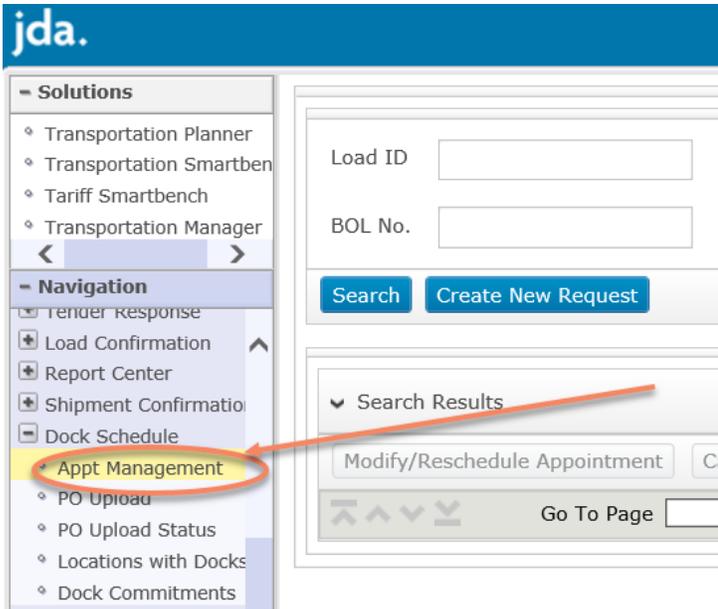
4. Use the search functionality to search for the load by Load ID, PO No., BOL No., PRO No. or any combination of these fields.

5. The User can then select the load from the *Search Results* and then click on **Cancel Appointment.**
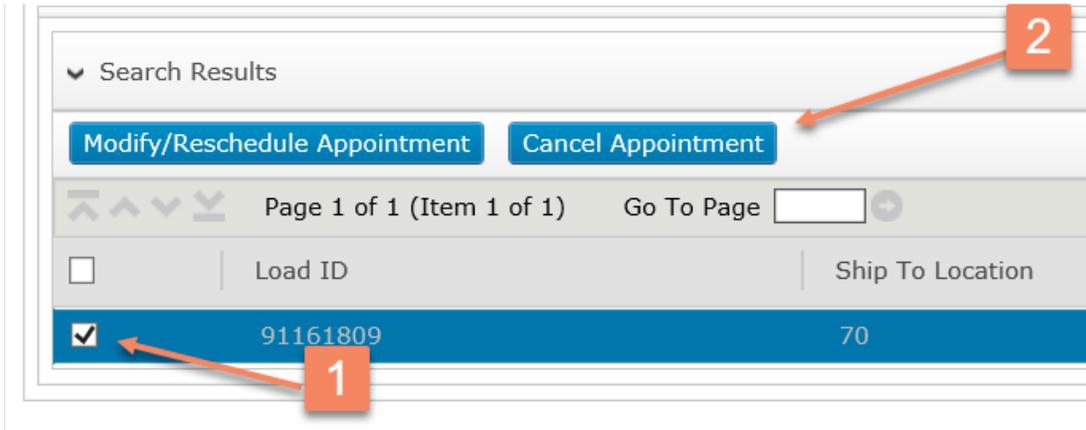
6. You will be prompted to confirm you would like to cancel.
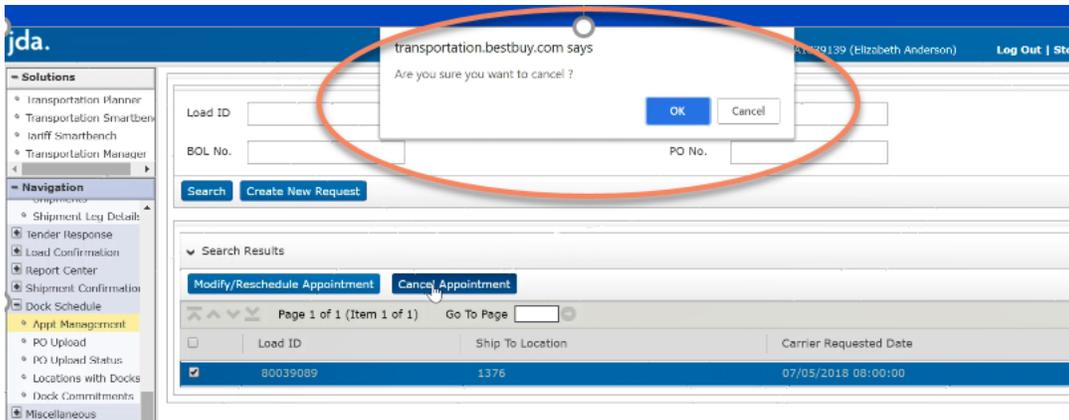
7. Confirmation message shown that Load Cancellation was successful

NOTE: Cancelled loads cannot be reinstated they must be entered as a new Delivery Request.

Locations with Docks

This screen can be used to view available appt times at each DC/DDC location.

Select the **+** sign next to **Dock Schedule** on the left side of the screen

1. This will open the *Navigation* menu

2. Select **Locations with Docks** Menu item to open the *Location with Docks* Window.
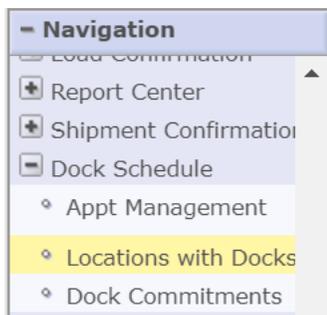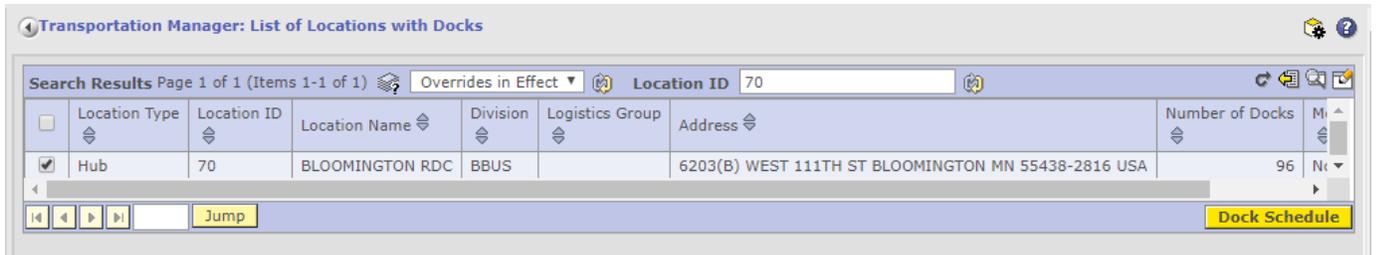
3. Enter the Location # in the Location ID field hit Enter then check the box next to the result and click on the **Dock Schedule** button

4. This will open the **Dock Commitment Gantt Chart** for the location selected.
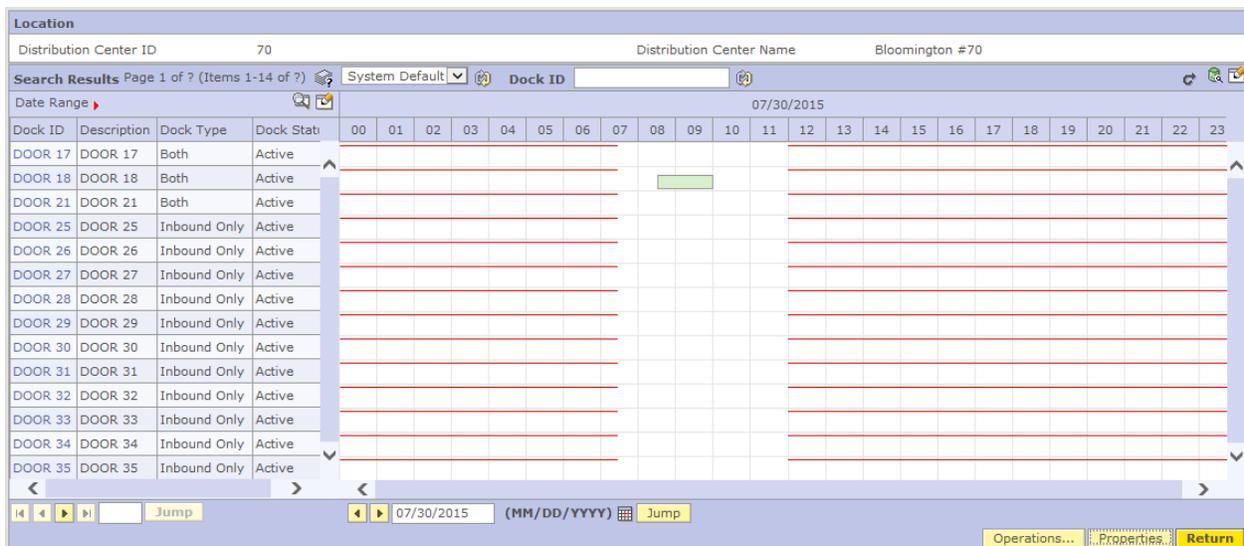
5. Delivery Schedules scheduled by the carrier will show in Green, all others will be displayed in Grey.

6. If you see a thin Orange line running through the docks this signifies that date has met its maximum capacity and no more appointments will be added to that date. (see pic below)

Dock Commitments

This list can be accessed from the navigation pad using the **Dock Commitments** link in the Dock Scheduling module.

By default, the List of Dock Commitments will be sorted in ascending order by Shipping Location ID, Shipping Location Type and Dock ID and then in descending sequence by Start Date/Time.

You can check your appointment date/time by entering the assigned Load ID in the External ID search box then click the refresh icon next to the box or hit Enter.

Search Criteria for Dock Commitments

Use this screen to search for dock commitments.

Extensive filter functionality is available. This can be used to generate queries based on a combination of location, dock and dock commitments attributes.

You can use the 'Save' Search capability to save the specified search criteria for later use, or the 'Select Saved Search' to restore and use previously saved search criteria.

When available, the search screen can be accessed by clicking the icon in the upper-right corner of the page.
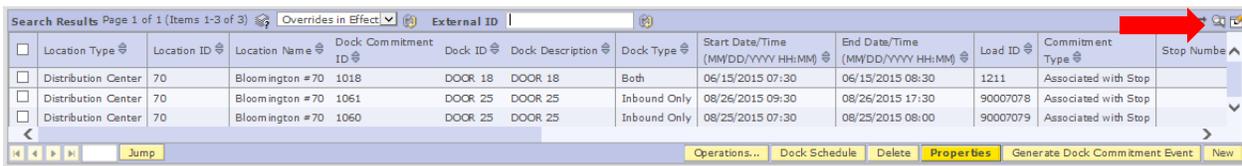
	Location Type	Location ID	Location Name	Dock Commitment ID	Dock ID	Dock Description	Dock Type	Start Date/Time (MM/DD/YYYY HH:MM)	End Date/Time (MM/DD/YYYY HH:MM)	Load ID	Commitment Type	Stop Numbe
☐	Distribution Center	70	Bloomington #70	1018	DOOR 18	DOOR 18	Both	06/15/2015 07:30	06/15/2015 08:30	1211	Associated with Stop	
☐	Distribution Center	70	Bloomington #70	1061	DOOR 25	DOOR 25	Inbound Only	08/26/2015 09:30	08/26/2015 17:30	90007078	Associated with Stop	
☐	Distribution Center	70	Bloomington #70	1060	DOOR 25	DOOR 25	Inbound Only	08/25/2015 07:30	08/25/2015 08:00	90007079	Associated with Stop	

Search Results Page 1 of 1 (Items 1-3 of 3) Overrides in Effect External ID

Operations... | Dock Schedule | Delete | Properties | Generate Dock Commitment Event | New

Search Criteria Screen
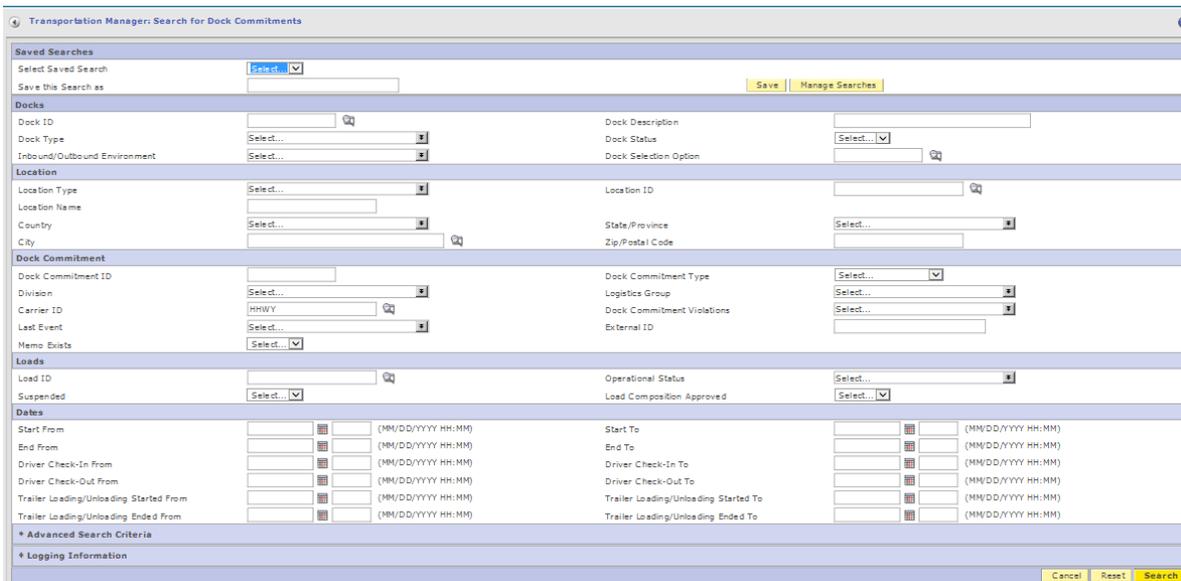
Transportation Manager: Search for Dock Commitments

Saved Searches

| Select Saved Search | Select... |
| Save this Search as | | Save | Manage Searches |

Docks

Dock ID		Dock Description	
Dock Type	Select...	Dock Status	Select...
Inbound/Outbound Environment	Select...	Dock Selection Option	

Location

Location Type	Select...	Location ID	
Location Name			
Country	Select...	State/Province	Select...
City		Zip/Postal Code	

Dock Commitment

Dock Commitment ID		Dock Commitment Type	Select...
Division	Select...	Logistics Group	Select...
Carrier ID	HHWY	Dock Commitment Violations	Select...
Last Event	Select...	External ID	
Memo Exists	Select...		

Loads

| Load ID | | Operational Status | Select... |
| Suspended | Select... | Load Composition Approved | Select... |

Dates

Start From		(MM/DD/YYYY HH:MM)	Start To		(MM/DD/YYYY HH:MM)
End From		(MM/DD/YYYY HH:MM)	End To		(MM/DD/YYYY HH:MM)
Driver Check-In From		(MM/DD/YYYY HH:MM)	Driver Check-In To		(MM/DD/YYYY HH:MM)
Driver Check-Out From		(MM/DD/YYYY HH:MM)	Driver Check-Out To		(MM/DD/YYYY HH:MM)
Trailer Loading/Unloading Started From		(MM/DD/YYYY HH:MM)	Trailer Loading/Unloading Started To		(MM/DD/YYYY HH:MM)
Trailer Loading/Unloading Ended From		(MM/DD/YYYY HH:MM)	Trailer Loading/Unloading Ended To		(MM/DD/YYYY HH:MM)

Advanced Search Criteria

Logging Information

Cancel | Reset | Search

EDI & Dock Scheduling

Carriers who utilize either the EDI 212 or the EDI 163 messages will be able to transmit their appointment request electronically from their system to the JDA Dock Scheduling portal. The appointment requests should contain the same information that you would use if entering through the JDA portal. This includes the Best Buy location ID, all associated shipments with underlying POs, BOL information, and carton counts for each delivering PO.

The below table addresses FAQs related to each EDI message and the different variables when submitting your appointment request via EDI vs. the JDA Dock Scheduling portal.

	Will I receive an email if there are errors with my appointment request?	How do I correct errors on my appointment request?	Can I modify my appointment?	Can I cancel my appointment?	Will I receive an email confirmation confirming my appointment?
EDI 212	You will receive an emailed report (Invalid 212 Report) for any loads that have errored from your EDI 212 request. If you would like to be added to the report, email Scheduling@bestbuy.com If your appointment request failed due to it not complying with the EDI 212 specs, you will receive a response back via EDI on the error.	Follow one of the below options: 1. Submit an update/replacement (05) via the EDI 212 message, correcting the information 2. Create a new delivery request through the JDA portal in Appt Management.	Yes. You can send an update/replacement (05) via the EDI 212 message, or you can modify via the JDA Portal.	Yes. You can submit a cancelation (01) request via the EDI 212 message.	You will receive an emailed report (Ship Level Carrier Schedule) for your scheduled loads, which is sent 3 times a day. If you would like to be added to the report, email Scheduling@bestbuy.com

EDI 163	No. You will receive an outbound EDI 163 message containing information on the error type.	Follow one of the below options: 1. Submit a new EDI 163 message with the corrected information 2. Create a new delivery request through the JDA portal in Appt Management.	Yes. You can submit an update or reschedule request via the 163 message, or you can modify via the JDA Portal	Yes. You can submit a cancelation request via the EDI 163 message.	The outbound EDI 163 message should be used for confirming your appointments. You will also receive an emailed report (Ship Level Carrier Schedule) for your scheduled loads, which is sent 3 times a day. If you would like to be added to the report, email Scheduling@bestbuy.com
JDA Portal	Yes	Go into Appt Management and fix the errors on the request. Review section **Modify/Reschedule Delivery Request for further instructions.**	Yes	Yes	Yes

How to Clear Cookies/History in Your Web Browser

Audience: Anyone who is seeing the following possible errors:

Page won't load

Getting a little red shield in my Chrome address bar

Appt Management screen is unresponsive

1. Start by clicking Log Out at the top right, close the browser window reopen and sign back in. This should resolve the issue.
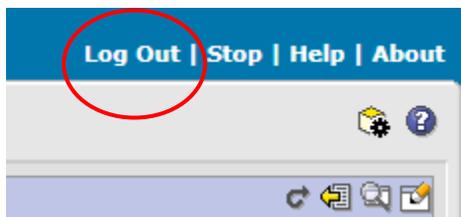
2. If Logging out doesn't seem to solve the issue you may try these steps to clear browser history.

Clearing your cache/cookies in **Google Chrome**:

1. Go to Settings (3 dots in upper right-hand corner of Chrome window)
2. Click on "More Tools"
3. Click on "Clear Browsing Data"
4. Select "Clear Data"
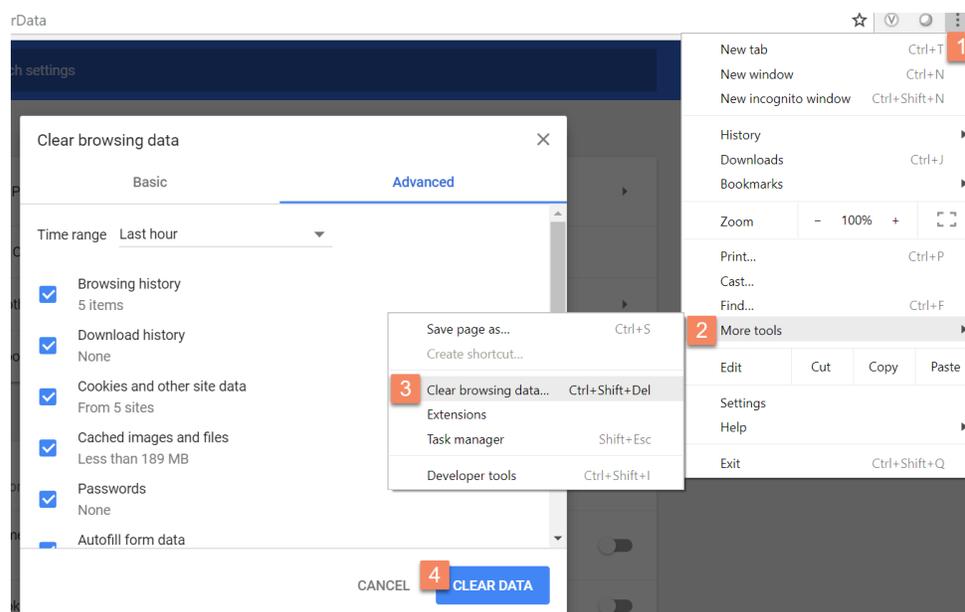
Clearing your cache/cookies in **Internet Explorer**:

1. Select the gear in the upper right-hand corner of the IE screen
2. Select "Internet Options"
3. Select "Delete"
4. Ensure that the boxes checked mimics what's below
5. Click "Delete"
6. Click "Apply"
7. Click "OK"
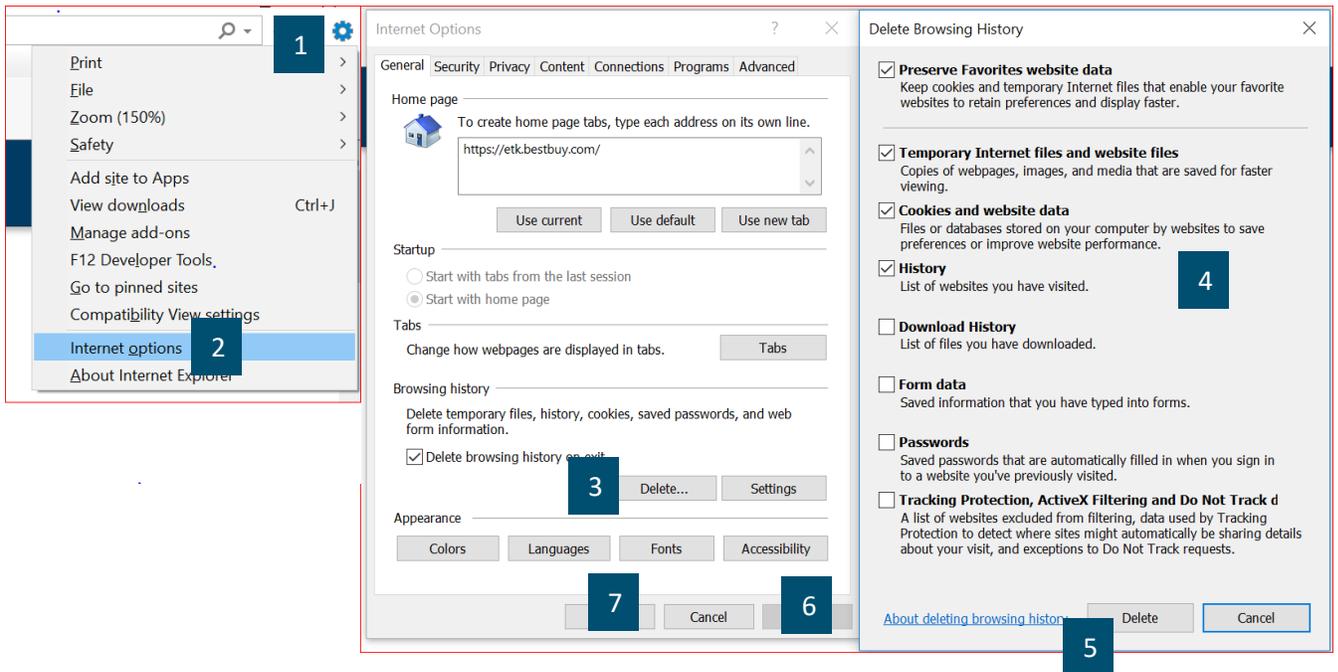
Frequently Asked Questions

Can I be received today?

Reach out directly to the DC. They will be the best first point of contact to be able to answer your question. Specific emails are listed on the next page for each location.

Can you move my appointment up?

Dock Scheduling application will allow you to request a date/time.

Will I be charged for on-time compliance if my appointment is scheduled beyond the ETA?

Reach out to ShipitRight@bestbuy.com .

I have a new person that needs to be added for access to Dock Scheduling?

Have that person submit a Carrier Access Request form

Dock Scheduling is down?

Clear your browser history, refresh and log back in. (Directions to clear browser on page 18.) If that does not work, email Scheduling@bestbuy.com a screen shot of what you are seeing.

What time is the cutoff for next day appointments?

Appointments must be processed prior to 2:00pm CST for next day appointments.

What if I arrive late?

You have 60 minutes to arrive and be received in. If you arrive beyond this window, work directly with the DC for options.

Can I see what's available for appointments at a building?

In Dock Schedule -> Locations with Docks.

For the following please contact the DC directly.

- POD request
- Exceptions for late arrivals
- Off load status update
- Refusal
- Directions

How do I resolve a Firewall Block Error?

Use an incognito window in a Chrome browser to resolve this error.

How long are appointments visible in the JDA TMS scheduling portal after creation?

The portal will purge appointment history 90 days from the appointment created date. When 90 days is reached, the appointment will no longer be visible or available to reschedule. If you are attempting to reschedule an appointment and the created date is nearing the 90 days, please submit a new appointment request through Appt Management.

Resources

DC Distribution Lists

DDC	Email address
74	DDC74InboundReceiving@bestbuy.com
75	DDC75InboundReceiving@bestbuy.com
78	DDC78InboundReceiving@bestbuy.com
79	DDC79InboundReceiving@bestbuy.com
710	DDC710InboundReceiving@bestbuy.com
715	DDC715InboundReceiving@bestbuy.com
718	DDC718InboundReceiving@bestbuy.com
722	DDC722InboundReceiving@bestbuy.com
723	DDC723InboundReceiving@bestbuy.com
724	DDC724InboundReceiving@bestbuy.com
726	DDC726InboundReceiving@bestbuy.com
728	DDC728InboundReceiving@bestbuy.com
729	DDC729InboundReceiving@bestbuy.com
734	DDC734InboundReceiving@bestbuy.com
2356	BBY-DL-DDC2356INBOUNDRECEIVING@bestbuy.com
2605	DDC2605InboundReceiving@bestbuy.com
2607	DDC2607-InboundTeam@bestbuy.com
2608	DDC2608InboundReceiving@bestbuy.com

RDC	Email address
77	DC77InboundReceiving@bestbuy.com
84	DC84InboundReceiving@bestbuy.com
87	DC87InboundReceiving@bestbuy.com
717	DC717InboundReceiving@bestbuy.com
725	DC725InboundReceiving@bestbuy.com
781	DC781InboundReceiving@bestbuy.com

EDI   EDISupport@BestBuy.com   Scheduling Scheduling@BestBuy.com