# **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.
- 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.

- Solutions	G Transportation Manager: List of Locations with Docks									
Transportation Manager										
= Navigation	Search Results Page 1 of ? (Items 1-18 of ?) 🤯 System Default 🗸 🛞 Location ID									
Dock Schedule		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 5		Baltimore Pac Sales #2285		BBUS	6680 BUSINESS PARKWAY ELKRIDGE MD 21075 USA				
	Distribution Center 2288 Chicago Pac		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	¥		
	<							>		
		I I I I I I I I I I I I I I I I I I I	np					Dock Schedule		

# **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.

Load ID	PRO No.	
BOL No.	PO No.	
Search Create New Request		
✓ Search Results		¢
Modify/Reschedule Appointment Cancel Appointment		
Go To Page		

- 3. Click on "Create New Request"
- 4. Be sure to enter all the mandatory fields, called out with an '\*' and outlined in red below

denotes required field				
CarrierCode	Carrier Description		Manifest No.	
لک rimary Contact Name A1403163	Primary Contact Email *	Rebecca.Gierok@bestbuy.c	Trailer No.	
econdary Contact Name	Secondary Contact Email		Carrier ETA *	MM/dd/yyyy HH:mm
hip To Location * Select V				
*CheckBox is only required when removing Shipment Lines.				
Shipments Details: No Records Found				
Add Shipments Remove Shipments				

- 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
    - 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.

*CheckBox is only required when removing Shipment Lines.										
<ul> <li>Shipments Details</li> </ul>										
Add Shipn	Add Shipments Remove Shipments									
🗆 🗌 Id		PO No.		Cartons		BOL No.	PRO No.			
1		*		*		*				
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- 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

jda.		Employee: A1339139 (Elizabeth Anderso
= Solutions		
<ul> <li>Transportation Planser</li> <li>Transportation Smartben</li> <li>Tariff Smartbench</li> </ul>	Load ID PRO No.	
Transportation Manager	BOL No. PO No.	
- Navigation	Search Create New Request	
Load Confirmation		
Report Center		
Shipment Confirmation	✓ Search Results	
Dock Schedule		
Appt Management	modify/Reschedule Appointment Cancel Appointment	
<ul> <li>PO Upload</li> </ul>	Go To Page	
PO Upload Status		
Locations with Docks		
Dock Commitments		

Select the load (1) you would like to modify and select *Modify/Reschedule Appointment* button (2).

Load ID		PRO No.					
BOL No.		PO No.					
Search Create New Request							
✓ Search Results							
Modify/Reschedule Appointment Cancel App	ointment						
🗮 A 🗸 🔛 Page 1 of 1 (Item 1 of 1) 🛛 Go	To Page						
Load ID	Ship To Location		Carrier Requested Date				
80042357	710		07/21/2018 08:00:00				

- 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.

isportation manner									
sportation Smartbeni ff Smartbench	Load ID	80009612		Carrier Co	de	FXFE		Manifest	No. 90948243
isportation Manager	Contact Name	NATHAN		Carrier De	escription	FEDEX FREIGHT EAST		Trailer N	0.
gation									
Processing	Contact Email	NATHAN.WERNER@BESTBU	Y.COM	Ship To Lo	cation	77			
fest Processing It Notification	Carrier ETA *	08/14/2018 08:00	]	Reason Co	ode *	Select		*	
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and Trace	Search Resu	lts	_	_	_				
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Confirmation rt Center ment Confirmation Schedule t Management	Add Shipmen     Id	mly required when removing/updati rred field ts Remove Shipments T PO No.	ing Shipment To update th Cartons	Lines. Ie Shipmer	nt carton of BOL No.	r PO of the selected Shipment PRO No.	Valid PC Hag	Ship ID	
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er Response Confirmation et Center nent Confirmation Schedule t Manogement Upload Upload Status ations with Docks	Add Shipmen	mity required when removing/updati red field  Remove Shipments PO No. Oncoopg 999999	ing Shipment To update th Cartons	Lines. le Shipmer 7 114	nt carton of BOL No. 1	r PO of the selected Shipment PRO No.	Valid PC Hag Y Y	Ship ID RP0614188 RP0614188	30012750 30012751
er Response Confirmation et Conter ment Confirmation Schedule & Management Upload Upload Status ations with Docks & Commitments Janaene	Add Shipmen	mhy recoined when removing/updati rend field PO No. 	ing Shipment To update th Cartons	Lines. e Shipmer 7 114 26	nt carton of BOL No. 1 1 1	r PO of the selected Shipment PRO No.	Valid Po Hag Y Y Y	Ship ID RP0614188 RP0614188 RP0614188	00012750 00012751 00012752
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- 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.

Load ID		PRO No.
BOL No.		PO No.
Search Create New Request		
<ul> <li>Search Results</li> </ul>		0
Your appointment modify request has review your Carrier Schedule Report.	been received but not yet processed for Load ID 800	39612 .Please review the Dock Commitments screen after sometime to see the assigned date and time or
Modify/Reschedule Appointment	Cancel Appointment	
⊼∧∨⊻ Page 1 of 1 (Item 1	of 1) Go To Page	
Load ID	Ship To Location	Carrier Requested Date

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

	✓ Search Results								
4	Checkliox is only required when removing/updating Shipment Lines.     denotes required field								
1	Add Shipments	Remove Shipments	To update the Shipment carton or PO of th	ne selected Ship	ment				
0	Id	PO No.	Cartons		BOL No.	PRO No.			
1	<b>2</b> 1	Ţ	* •	*		*			
(	2	999999		888	62618				
	3	999999		500	62420181				

- 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. 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.

✓ Search Results								
Your appointment modily request has been received but not yet processed for Load ID 80033771. Please review the Dock Commitments screen after sometime to see the assigned date and time or review your Carrier Schedule Report.								
Modify/Reschedule Appointment Cancel Appointment								
⊼∧∨≚ Page 1 of 1 (Item 1 of 1) Go	To Page							
Load ID	Ship To Location	Carrier Requested Date						
80033771	70	06/29/2018 11:36:00						

### **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).

Confirmation Conf	Search Results     CheckBax is only required when removing/updating Shipment Lines.     denotes required field									
Locations with Docks	Add Shipments	Remove Shipments	To update the	e Shipme	ent carton or PO o	the selected Shipment				
Dock Commitments     Miscellaneous	Id Id	PO No.	Cartons		BOL No.	PRO No.	Valid PO Flag	Ship ID		
Server Configuration		999999	1	777	62618		¥.	RP06261880034917		
reight Auction Emplo	a 2	999999	1.5	388	62618		Y	RP06261880034918		
reight Auction Carrier	0	999999	_	500	62420181		Y.	RP06261880034919		
Approval Chain Admin Approval Chain Emplo	Submit Undo	Return to previous Pag	e							

- 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.

✓ Search Results									
Vour appointment modify request has been received but not yet processed for Load ID 80033771. Please review the Dack Commitments screen alter sometime to see the assigned date and time or review your Carrier Schedule Report.									
Modify/Reschedule Appointment Cance	Modify/Reschedule Appointment Gancel Appointment								
☆ ∧ ∨ ≚ Page 1 of 1 (Item 1 of 1)	Go To Page								
Load ID	Ship To Location	Carrier Requested Date							
80033771	70	06/29/2018 11:36:00							

# **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.

jda.		Employee: A1339139 (Elizabeth Ander
= Solutions		
<ul> <li>Transportation Planser</li> <li>Transportation Smartben</li> <li>Tariff Smartbench</li> </ul>	Load ID 3	PRO No.
Transportation Manager	BOL No.	PO No.
- Navigation	Search Create New Request	
Load Confirmation		
Report Center		
<ul> <li>Shipment Confirmatio</li> </ul>	✓ Search Results	
Dock Schedule		
Appt Management	Modify/Reschedule Appointment Cancel Appointment	
PO Upload		
PO Upload Status	Go To Page	
Locations with Docks		
Dock Commitments     Dock Commitments     Dock     Dock     Commitments     Dock     Dock		

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

Load ID		PRO No.	
BOL No.		PO No.	
Search Create New Request	2		
✓ Search Results			
Modify/Reschedule Appointment Cancel Appoint	ment		
🔼 A V 🖄 Page 1 of 1 (Item 1 of 1) Go To I	Page 🔄 💿		
Load ID	Ship To Location		Carrier Requested Date
80042357	710		07/21/2018 08:00:00
1			

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Transportation Planner	-	denotes required i	neiu							
Transportation Smartben	IE									
• Tariff Smartbench		Load ID	1000061086		Carrier Co	ode	SNCK			Manifest No.
Transportation Manager										
< >		Contact Name			Carrier De	escription	Schneid	der National - RAIL		Trailer No.
= Navigation										
A Load Deservice		Contact Email			Ship To Lo	ocation	77			
Load Processing				_						
Manifest Processing		Carrier ETA *	07/13/2018 21:26		Reason C	* abc	CR - C	arrier Reschedule gr	eater than 24 hours	·
Event Notification										
Monitoring										
Track and Trace	l c									
Track and trace		<ul> <li>Search Result</li> </ul>	ts							
Lead Castlemation	115	CheckBox is on	ily required when removing/upd	ating Shipme	ent Lines.					
Load Confirmation		* denotes require	ed field							
Report Center     Schlomont Confirmation		0 1 14	DO No	Castana		DOL No.		000 N-		Chin TD
Snipment Confirmation     Deck Schedule		10 10	PO NO.	Cartons		BOL NO.		PRO No.	Valid PO Flag	Ship ID
Appt Management	11	1	QRTAYS		22				Y	RIQRTAYS1815138
PO Upload		D 2	<b>₫</b> RTHLS		24				Y	RIQRTHLS1815975
PO Upload Status	llĒ	3	QRTFRO		15				Y	RIQRTFRO1816097
Dock Commitments		9	QRTKCQ		13				Y	RIQRTKCQ1816106
Miscellaneous	11-				_					
Server Configuration		5	ZKZKSH		2				Y	RIQRZKSH1816734
Freight Auction Admin	Ш	~ .								÷ .
Freight Auction Emplo •		Submit Undo	Return to previous Page							

- 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. 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.

## **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

jda.	
= Solutions	
Transportation Planner     Transportation Smartben     Tariff Smartbench	Load ID
Transportation Manager	BOL No.
- Navigation	Search Create New Request
Load Confirmation     Report Center	
Shipment Confirmation     Dock Schedule	✓ Search Results
Appt Management	Modify/Reschedule Appointment Ca
<ul> <li>PO Upload</li> </ul>	Go To Page
PO Upload Status	
Locations with Docks	
Dock Commitments	

- 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.

✓ Search Resu	lts		2
Modify/Resch	edule Appointment	Cancel Appointment	
$\sim$ $\sim$ $\sim$	Page 1 of 1 (Item 1	of 1) Go To Page [	0
	Load ID		Ship To Location
√ ←	91161809		70

6. You will be prompted to confirm you would like to cancel.

jda.		transportation.bestbuy.com says		(Elizabeth Anderson)	Log Out   Sto
= Solutions		Are you sure you want to cancel ?			
Transportation Planner     Transportation Smartben	Load ID		OK Cancel		
Iarith Smartbench     Transportation Manager	BOL No.		PO No.		
- Navigation	Search Create New Reques	t			
Shipment Leg Detail:     Tender Response	County Documents				
Report Center     Shipment Confirmation	Modify/Reschedule Appointm	ent Cancel Appointment			
<ul> <li>Dock Schedule</li> <li>Appt Management</li> </ul>	⊼∧∨≚ Page 1 of 1 (I	tem 1 of 1) Go To Page			
PO Upload     PO Upload     PO Upload	Load ID	Ship To Location		Carrier Requested Date	
Locations with Docks	80039089	1376		07/05/2018 08:00:00	
Miscellaneous					

7. Confirmation message shown that Load Cancellation was successful

Request submitted for canceling 1 Pro	epaid appointment/s in TMS.
Medify/Reschedule Appointment	Cancel Appointment

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.



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	Sear	c <b>h Results</b> Page	e 1 of 1 (Item	s 1-1 of 1) 🎲 Overr	ides in Eff	ect 🔻 🛞 Loca	ation ID 70	c (=	्य 🛃
		Location Type	Location ID ⊜	Location Name 🖨	Division	Logistics Group 😂	Address 🖨	Number of Docks ⊜	M A
	-	Hub	70	BLOOMINGTON RDC	BBUS		6203(B) WEST 111TH ST BLOOMINGTON MN 55438-2816 USA	96	Ne
	•								•
	4		Jump					Dock Sche	dule

- 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.

Location																												
Distribut	ion Center IE	)	70										Distril	bution	Cente	er Nam	ne		Bloc	omingt	ton #7	0						
Search F	esults Page	1 of ? (Items 1	L-14 of ?)	্ধ	Syst	em D	efault	<b>~</b> 🕅	) Do	ck ID					C)	)											¢	R 🗹
Date Ran	ge 🕨		Q1	2												07/30	)/2015											
Dock ID	Description	Dock Type	Dock Stat	1	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
DOOR 17	DOOR 17	Both	Active									_																
DOOR 18	DOOR 18	Both	Active	-								_																_^
DOOR 21	DOOR 21	Both	Active									_																
DOOR 25	DOOR 25	Inbound Only	Active									_																
DOOR 26	DOOR 26	Inbound Only	Active									_																
DOOR 27	DOOR 27	Inbound Only	Active									_																
DOOR 28	DOOR 28	Inbound Only	Active									_																
DOOR 29	DOOR 29	Inbound Only	Active									_																
DOOR 30	DOOR 30	Inbound Only	Active									_																
DOOR 31	DOOR 31	Inbound Only	Active									_																
DOOR 32	DOOR 32	Inbound Only	Active									_																
DOOR 33	DOOR 33	Inbound Only	Active									_																
DOOR 34	DOOR 34	Inbound Only	Active									_																
DOOR 35	DOOR 35	Inbound Only	Active	Y								_																_~~
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HAP	N	Jump			4	▶ 07	/30/20	015	(MI	1/DD	/ YYY	() 🖩	Jum	p														
																						Ор	eratio	ns	Pro	aerties	Re	aturn

- 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)

Location																										
Hub ID		8	7												Н	lub I	lame	е					F	IND	LAY	RDC
Search Re	<b>sults</b> Page 1	of ? (Items 1	1-65	of	?) 🤿	<u>ء</u>	Syste	em D	)efau	ilt 🔻	0	D	ock	ID								Ŵ				
Date Rang	e 🕨	ę	1 🗹	1									0	9/20	/201	.8										
Dock ID	Description	Dock Status	Ac	1	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
APPL87	APPL	Active	Ca	-																						
DOOR 205	Large Load	Active	Ca	ľ						_																
DOOR 206	Large Load	Active	Ca	F																					_	-
DOOR 207	Large Load	Active	Ca	ľ																						
DOOR 208	Large Load	Active	Ca	Ľ																						
DOOR 209	Large Load	Active	Ca	ľ																						
DOOR 210	Large Load	Active	Ca	E																						
DOOR 211	Large Load	Active	Ca	ľ																						
DOOR 212	Large Load	Active	Ca	ľ																						
DOOR 213	Large Load	Active	Ca	ľ																						
DOOR 214	Large Load	Active	Ca	Ľ																						
DOOR 215	Large Load	Active	Ca	ľ																						
DOOR 216	Large Load	Active	Ca																							
DOOR 217	Large Load	Active	Ca	=							]															
DOOD 219	Large Load	Activo	6.2	-																					_	

# **Dock Commitments**





Locations with Docks

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.

	Sear	ch Results Page 1 o	of 1 (Items 1-3 o	of 3) 🎲 Override	s in Effect 🔽 🛞 🛛	external ID	1	<b>(</b> 2)						¢	9
		Location Type 🕏	Location ID 🕏	Location Name 🕏	Dock Commitment ID ≑	Dock ID ⇔	Dock Description $\clubsuit$	Dock Type	20	Start Date/Time (MM/DD/YYYY HH:MM) 🕀	End Date/Time (MM/DD/YYYY HH:MM) 🖨	⊜ JI bea.	Commitment Type ⊜	Stop Nun	nbe 🔨
		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 Or	y	08/26/2015 09:30	08/26/2015 17:30	0007078	Associated with Stop		
1		Distribution Center	70	Bloomington #70	1060	DOOR 25	DOOR 25	Inbound Or	y	08/25/2015 07:30	08/25/2015 08:00	90007079	Associated with Stop		Ť
	<												-	)	•
I	14	▶ ⊨ Jun	1p						-	<del>Yenning   DeeleGele</del>	tele   Peles   Peres	s Gene	erate Dock Commitmen	t Event	New

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  $\alpha$  icon in the upper-right corner of the page.

Sea	rch Results Page 1 o	f 1 (Items 1-3 o	of 3) 🎲 Override	s in Effect 💌 🛞 🛛 🛛	external ID	1	Ø					🚽 🖸 🔁
	Location Type 🕀	Location ID $\Leftrightarrow$	Location Name 🕏	Dock Commitment ID ⇔	Dock ID ⇔	Dock Description $\clubsuit$	Dock Type ⊜	Start Date/Time (MM/DD/\/\\\ 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	Ť
<												>
14	Jum	IP.						Operations Dock Sche	edule Delete <b>Proper</b>	bies Gen	erate Dock Commitme	it Event New

### Search Criteria Screen

G Transportation Manager: Search for Dock Commitments				
Saved Searches				
Select Saved Search	Select			
Save this Search as	Save Manage Searches			
Docks				
Dock ID	Q1		Dock Description	
Dock Type	Select	1	Dock Status	Select V
Inbound/Outbound Environment	Select	Ŧ	Dock Selection Option	Q1
Location				
Location Type	Select	I I	Location ID	<u></u>
Location Name				
Country	Select		State/Province	Select
City		20	Zip/Postal Code	
Dock Commitment				
Dock Commitment ID			Dock Commitment Type	Select 🔽
Division	Select	2	Logistics Group	Select ¥
Carrier ID	HHWY	9 <b>4</b>	Dock Commitment Violations	Select ¥
Last Event	Select	Ŧ	External ID	
Memo Exists	Select 🗸			
Loads				
Load ID		Q1	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	How do I correct errors	Can I modify	Can I cancel	Will I receive an
	email if there are	on my appointment	my	my	email confirmation
	errors with my	request?	appointment?	appointment?	confirming my
	appointment				appointment?
	request?				
EDI 212	request? 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	<ul> <li>Follow one of the below options:</li> <li>1. Submit an update/replacement (05) via the EDI 212 message, correcting the information</li> <li>2. Create a new delivery request through the JDA portal in Appt Management.</li> </ul>	Yes. You can send an update/replace ment (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
	back via EDI on the				
	error.				

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

# 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"

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ch setting	IS				New tab New windo New incogr	w iito window	( Ctrl+Sł	Ctrl+T 1 Ctrl+N hift+N
Clea	ar browsing data Basic	A	X	,	History Downloads Bookmarks			Ctrl+J
C Time	Browsing history	•	ĺ	,	Zoom Print Cast Find	- 10	0% +	Ctrl+P
	Download history None		Save page as Create shortcut	Ctrl+S	2 More tools	Cut	Conv	Pasto
	Cookies and other site data From 5 sites		3 Clear browsing data Extensions	Ctrl+Shift+Del	Settings	Cut	сору	Taste
	Cached images and files Less than 189 MB		Task manager	Shift+Esc Ctrl+Shift+L	Exit		Ctrl+Sł	nift+Q
DI 🔽	Passwords None Autofill form data	L						
ĸ		CANCE	eL 4 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 <u>EDISupport@BestBuy.com</u> Scheduling<u>@BestBuy.com</u>