IMS APPOINTMENT SCHEDULING

https://aas.qlogitek.com/aas/

Internet Explorer ONLY
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It is a pleasure to welcome you to the HBC Family. This manual will introduce you to our online appointment booking system. This system is used to schedule all merchandise that is delivered to our DC in Canada. Included in this manual you will find directions for booking, and cancelling appointments. The system will also allow your assigned company administrator to maintain your companies’ profile and add users for your company. We look forward to working with you as we grow the business in Canada. Over the next few months we will be scheduling meetings and work with your company individually to ensure that the transition into our Canadian market will be successful. It will be an exciting year as we move forward with bringing Saks into Canada.
APPOINTMENT GUIDELINES
Appointment Scheduling Guidelines

- Be Aware of your ship windows. Appointments must be scheduled by 1 day prior to the start of the ship window. The appointment to deliver must be on or before the cancel date of the Po.

- Be aware of holidays and DC closures. These alerts will be posted on the bulletin board a month before they occur unless it is an emergency closure.

- Po’s must be ready to book. The PO must be approved, open, and within the ship window provided. If these requirements are not met, the appointment will not book and manual intervention from the Appointment Scheduling team will be required.

- An alert that indicates “HBC Intervention” will be initiated by the system and sent to you if your request fails to meet the appointment booking criteria. If the issue is a DC capacity issue or an extension request up to 2 business days, you should have the confirmed appointment back by the end of the day. For closed/cancelled purchase orders, extension requests exceeding 2 days or orders requiring allocation, the planning /buying team will need to approved/correct before an appointment can be granted. This process can take anywhere from 2 hours to 4 days depending on what action needs to occur to correct the purchase order. Your appointment will be granted with the appropriate approval from those teams and you will be sent a confirmation alert.

- Appointments are booked as 1 truck, 1 ASN, 1 BOL (1 Master BOL) = 1 appointment. If there are multiple bol’s coming in on the one truck you need to create a master BOL.

- Appointment requests submitted after 2:00 PM Eastern Time is considered next business day requests. If the move to the next business days causes the shipment to be past cancel, it will be considered late.

- You can only put one vendor number on each appointment request so all Po’s added to that appointment must be for that number.
• Appointment cancellations must be executed no later than 48 hours prior to the appointment date.

• ASN’s must be in sent prior to the arrival of the merchandise at the DC.

• Administrators can add users, create users, revoke passwords, and change passwords. They can also update a user’s information and update the company profile.

• You can reach the appointment scheduling team for appointment issues through mailbox hbc.auto.appt@hbc.com and through the vendor line at 570-821-6440
SIGNING INTO IMS

https://aas.qlogitek.com/aas/

Internet Explorer ONLY
When signing into IMS click on either: Vendor, Carrier or TPW

Messages are set up on the Bulletin Board for the Vendors. Please pay attention to what it states.

Enter your information. Type your password once unless you would like to change it. Click on the word “Go”.
Welcome to HEC Inbound Management System.
To start, please click (to select) any icon from the Menus.
Note: This only needs to be done the first time you sign on or if you update your browser.
Click on “Tools”

Click on Internet Options
Under the “Browsing History” click on “Settings”
In box under check for newer versions of stored pages click every time I visit the webpage. Click “OK” for both screens.

Sign out of IMS then go back in, page will refresh every time you sign in.
Note: This function is only granted to the assigned system administrator for your Company.
Once you have signed into IMS you will click on “Set Up Users”

This will be the page you see: Enter the User ID (this is what they will use to sign into the system)
Enter the User’s Name

Enter the Department they work in
An Email Address **must** accompany each User ID

Enter a Password (you can make it whatever is easiest for you; the password is not case sensitive)

Enter the password then you will have to confirm it.
User Group: Use the drop down to choose an Admin or User for the profile

Permissions Available (Assign them all to each user, the system will know what to allow them to do)

Highlight all available, then use the > arrow to move it over to the Permission Granted box.
HOW
TO
BOOK
AN
APPOINTMENT
Click request appointment.

Use the drop down to select the banner.
Next use the drop down to select the **Vendor Number**

Use the drop down to select which **DC** the items will be delivered to
Click on the word “**Calendar**” to enter the date

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**Collect Vendor** “Request Ready To Ship Date” (is the date the PO(s) are ready to be picked up by HBC from the Vendor’s facility. The date that on your appointment is the date HBC Freight/Fleet will deliver to the DC.)

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**Prepaid Vendor** “Request Delivery Date at DC” Your Company is responsible for delivering the items to the DC on the date you have selected.

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Please note the Scheduling Team does not dictate the Time Frames given and cannot put a specific time in for a Vendor.
If you are a “Collect Vendor” the pickup address will populate under the words “Pick up Address” (use the arrows below the address to toggle to the correct address if you have more than one)

Collect Vendors will need to type in “Weight in Pounds” and “Cube in cubic feet”. Prepaid will not need to enter this information area will be grayed out.

If the address doesn’t populate and you are a “Collect Vendor” please notify us at hbc.auto.appt@hbc.com immediately.

US Vendors enter your NMFC code. Canadian Vendors box is inactive
All Vendors must enter a BOL, to do so click on the words “Add BOL”

Enter the **Number Of Cartons**, **Number of Pallets** and **Number of Pallet Positions**

(You can enter an imitation BOL at the time of creating the appointment. However, you **must** go back into IMS and revise the BOL to Correspond 100% with the BOL used on the ASN)

**Number of Pallets** and **Number of Pallet Position** should match, but the # cannot exceed 26 unless they are double stacked. Check the box above BOL if this is the case. The # 1 must be entered even if no pallets are being used.

Do not fill out **Number Of SKUs/SKNS** unless the system prompts you for it.
Enter the first 7 digits of your PO and click on the words “Add PO”, this will move the PO to the right and you will be able to add another PO if need be.

Once you are satisfied with the information you have entered and you are sure all is correct, click on the word “Submit”. You will either receive a message stating your Appointment has been Scheduled or the request has been sent to HBC Intervention.

If it has been sent to HBC Intervention don’t worry, it has been sent to us and we will work on it as soon as possible to get your request scheduled.
CANCEL/EDIT AN APPOINTMENT
Bring up the appointment that needs to be cancelled, edited and rebooked by clicking on the Appointments/Compliance.

Enter a Banner, PO, BOL or Appointment Number.
Click on the word Go

The Scheduled Appointment will appear

You can either double click on the line or highlight it and then click on the word “Select”.
Once the appointment opens, scroll to the bottom of the page and click on the word “Cancel” if you need to edit the appointment details.

A box will pop up and ask “Are you sure you would like to cancel the appointment?” click “Yes”.
A pop up will state “The appointment has been cancelled”.

Pull up the appointment again and open it, once the appointment is opened click on the word “Edit” at the bottom of the page.

Make your changes and hit “Re-Submit”. You will receive a new appointment number.
How To Change A BOL
Click on the clock above the words Appointments/Compliance

If you are a TPW/Carrier you will have to change this to Consolidations. If you are not, skip this step.

Enter the PO Number associated with the appointment.
Double click or highlight and click on the word select to open the appointment.

Click on the words “Change BOL”
Enter the new information in the box that pops up and click OK

Another box will pop up asking if you are sure, click “Yes”
Click OK, Your BOL has been changed/updated
ROUTING
INSTRUCTIONS FOR
COLLECT
VENDORS
24 hours prior to your ship date you will receive routing instructions via an alert and email.

Below is an example of an alert.

Please follow as instructed via the alert/email.

<table>
<thead>
<tr>
<th>Appt. # 1000265555</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please contact (name of carrier/carrier contact information)</td>
</tr>
<tr>
<td>To arrange P/U of the above appointment# and ship direct to DC.</td>
</tr>
<tr>
<td>Consign B/L to (Ship to): Hudson Bay Company</td>
</tr>
<tr>
<td>DC596, 145 CARRIER DRIVE, REXDALE ON, M9W 5N5</td>
</tr>
</tbody>
</table>

**PLEASE PROVIDE APPT#, DATE AND PO#, WHEN BOOKING PICKUP AND IN BOL.**

All customs documents must be emailed to:

**HBC Imports Dept. – Mike Wong mike.wong@hbc.com & Anne McDougall anne.mcdougall@hac.com**

Any questions please contact Drew Kirsch at (570-821-6235)

Or email: sfa.canadafreightmanagement@hbc.com

*Please note: Failure to follow routing instructions will result in a penalty chargeback and potential return of freight to vendor and applicable freight charges.*
Frequently Asked Questions

1. Why can’t I log in, I keep getting error messages?
   Please refresh your browser. Check to make sure web address is correct. Only put the password in “Password” box. (Not “New Password” Box). If this doesn’t work contact hbc.auto.appt@hbc.com include your registration number, user id and vendor number/name.

2. Can I change my BOL?
   Yes. Bring up your appointment. Double click to open the appointment and scroll to the bottom. You will see a change BOL link. Click on the link and input the new BOL and hit enter. Confirm that you want to make this change. You have 24 hours before your appointment to make any changes.

3. Why didn’t my appointment book? What is intervention?
   Your appointment may not have met all criteria to receive an appointment. Intervention means that the appointment request rejected and the appointment team will need to fix the issue. If you don’t receive an appointment within 24 hours of the failed request contact hbc.auto.appt@hbc.com
4. How many pallets can be shipped? What are pallet positions?
   The max pallets per truck is 26 unless you can double stack which allows for 52 pallets. Pallet positions are the spots reserved in the truck and will always be the same as pallets unless you are double stacking.

5. Why can’t I put in my pickup address?
   Pickup addresses have to be added by the fleet team. If you are a collect vendor and need a pickup address, send an email to hbc.auto.appt@hbc.com. Include the following information:
   - Vendor Company Name
   - Vendor Number
   - Vendor Address, City and Postal Code
   - Vendor Contact name, phone number, fax or email address
   - Vendor Dock hours
   - Prepaid or Collect

6. What do I do if I have ASN issues?
   You would need to contact your EDI representative. They will be able to best assist you.

7. When does the ASN have to be submitted?
   ASN’s must be submitted 48 hours prior to the appointment date. If you have not received confirmation, please contact hbc.auto.appt@hbc.com.

8. Why haven’t I received routing instructions?
   Routing instructions are usually sent out 24 hours prior to the pickup date. If you have not received a confirmation please contact hbc.auto.appt@hbc.com.
9. What is the NMFC code?
   This is the National Motor Freight Classification codes for standardized freight pricing. It is the code that is entered on your BOL.

10. What are the LTL and FTL boxes in the system and why can’t I put input information in these fields?
    These boxes populate when the NMFC code is entered and they tell you how many transit days to account for when booking your appointment.
## CONTACTS

<table>
<thead>
<tr>
<th>NAME</th>
<th>E-MAIL</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gilbert Miller, Senior Manager, Logistics</strong></td>
<td><strong><a href="mailto:Gilbert.Miller@HBC.com">Gilbert.Miller@HBC.com</a></strong></td>
<td><strong>905-792-4480</strong></td>
</tr>
<tr>
<td><strong>Debra Marcinko, Senior Manager, Logistics</strong></td>
<td><strong><a href="mailto:Debra_Marcinko@lordandtaylor.com">Debra_Marcinko@lordandtaylor.com</a></strong></td>
<td><strong>570-821-6394</strong></td>
</tr>
<tr>
<td><strong>Coleen Heichel, Supervisor Appointment Scheduling</strong></td>
<td><strong><a href="mailto:Coleen_Heichel@lordandtaylor.com">Coleen_Heichel@lordandtaylor.com</a></strong></td>
<td><strong>570-821-6378</strong></td>
</tr>
<tr>
<td><strong>Drew Kirsch, Manager Transportation</strong></td>
<td><strong><a href="mailto:Drew_Kirsch@lordandtaylor.com">Drew_Kirsch@lordandtaylor.com</a></strong></td>
<td><strong>570-821-6235</strong></td>
</tr>
<tr>
<td><strong>Ryan Winters, Senior Manager Transportation</strong></td>
<td><strong><a href="mailto:Ryan.Winters@HBC.com">Ryan.Winters@HBC.com</a></strong></td>
<td><strong>570-821-6240</strong></td>
</tr>
<tr>
<td><strong>SFA Canada Freight Management Email</strong></td>
<td><strong><a href="mailto:sfa.canadafreightmanagement@hbc.com">sfa.canadafreightmanagement@hbc.com</a></strong></td>
<td></td>
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</tbody>
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