MYER

InFAST Quick Reference Manual

Supplier Information Package

Contents

Purpose

This Quick Reference Manual is for Myer suppliers (and carriers who are servicing Myer Suppliers) who support the use of the InFAST booking system.

It is a requirement that all truck deliveries to Myer Regional Distribution Centres (RDCs) are booked in via InFAST prior to arrival.

1. Background and Overview

The supplier completes inFAST registration at time of vendor registration with Myer. Registration will provide you with a username and password necessary for accessing the system.
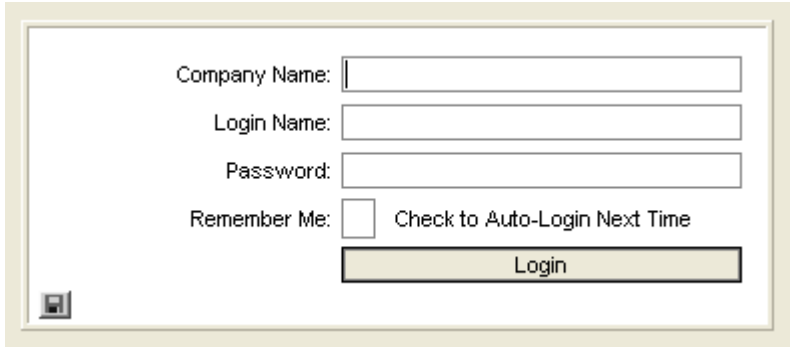
InFAST allocates docks and time slots for deliveries to Myer RDCs. It is an Internet hosted application providing a self-service booking process. It is accessed via MS Internet Explorer and requires no software installation.

InFAST is designed to promote visibility of receipt availability and status of dock appointments. It replaces the existing fax and email booking service.

2. Logging In

You can access InFAST by copying the following URL into the address bar of Internet Explorer:

http:/www.services.Inos.com/DA

The Company name is **Myer**

Your Login name and Password will be provided to you via email.

3. Changing Your Password

You can change your password at any time by selecting the *Change Password* option under the *User Profile* menu. It is suggested you change your password immediately to a safe password you will find easy to remember.
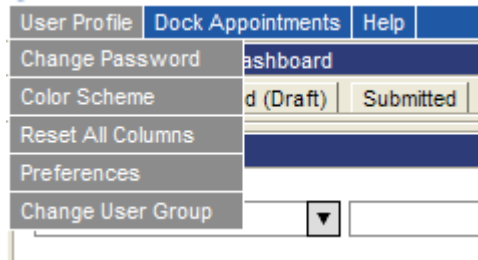
Record the company name, your login name and password in the space provided (diagram) on the previous page.

4. Setting Your Inbox Preferences

You can change which bookings display in your inbox by selecting the *Inbox Preferences* option under the *Dock Appointments* menu.
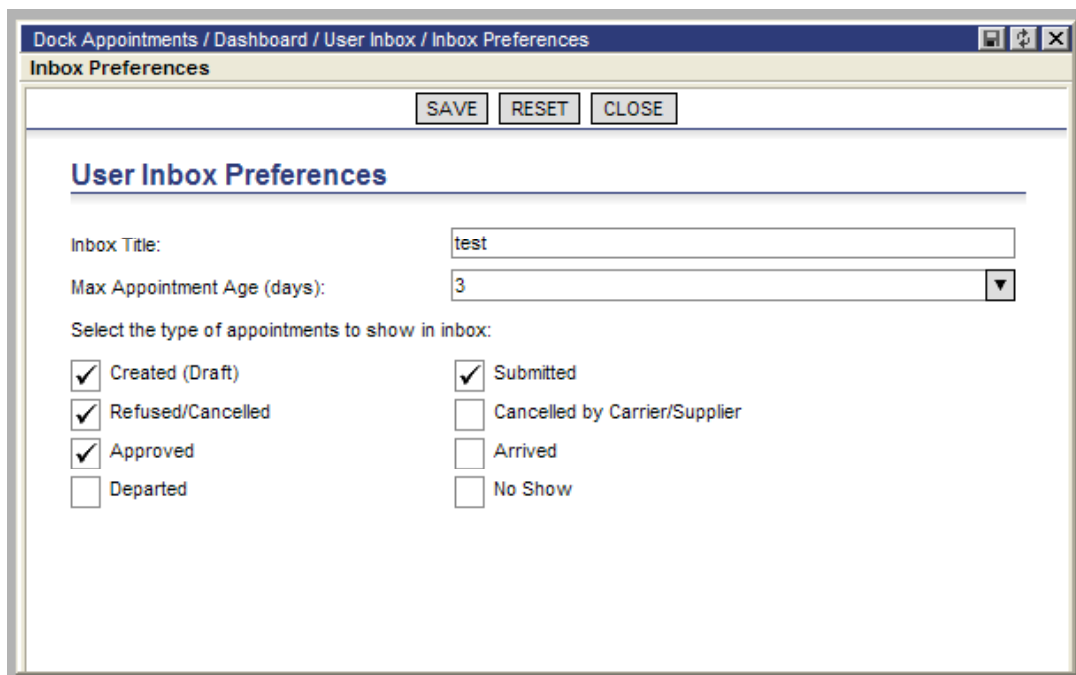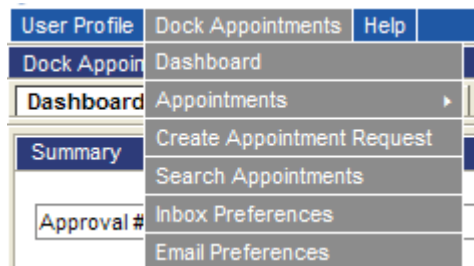
5. Setting Your Email Preferences
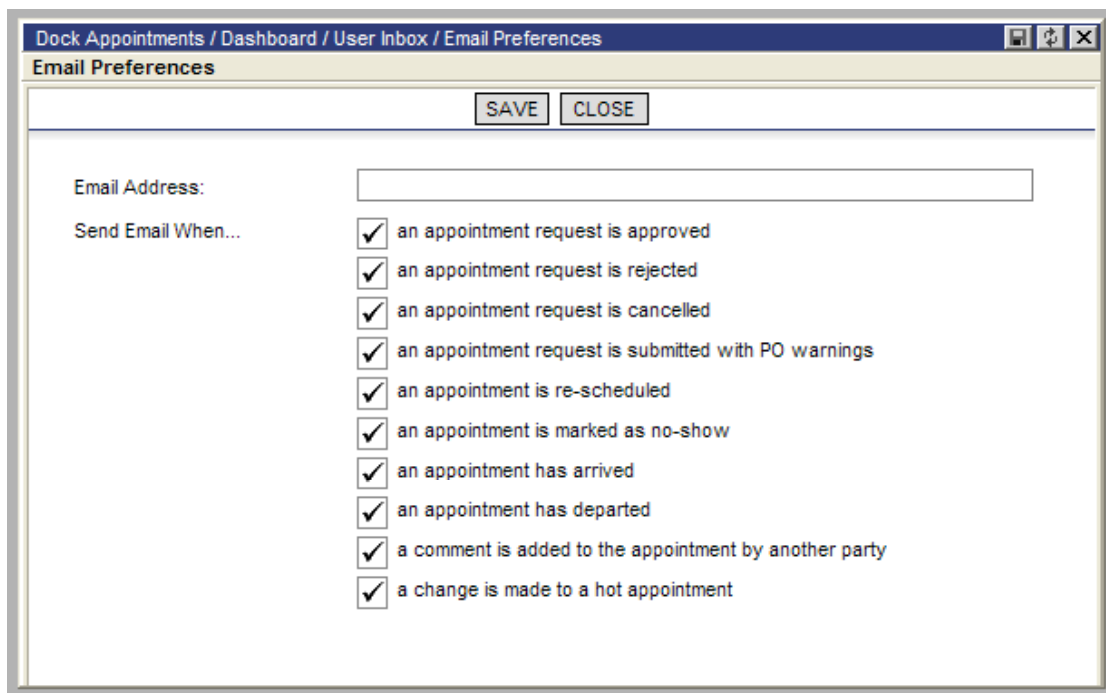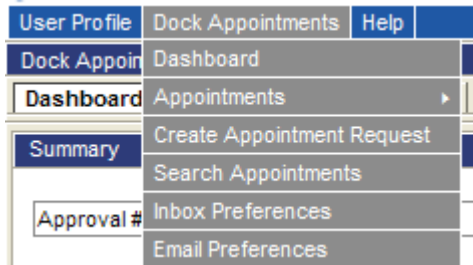
You can select which events result in a message being sent to your email address by selecting the *Email Preferences* option under the *Dock Appointments* menu.

6. Creating a Book In Request

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

CREATE APPOINTMENT REQUEST

<u>Always select a Standard Appointment.</u>

Select the carrier from the *drop down* list. InFAST will remember this next time you log in. Specifically the date and time requested for the booking. <u>Leave other fields blank</u>.

If the delivery includes merchandise from only one supplier then selecting a supplier will restrict the number of PO/ASNs to choose from in the following steps.

If the delivery includes merchandise from more than one supplier, **select** the *Tick box Multiple Suppliers* and leave the Supplier Field empty. This will allow you to choose PO/ASNs by supplier in the following steps.

Choose the *unload method* for your delivery from the drop down list. Leave other fields blank

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

7. Single Supplier Delivery of One or More Orders

Select a PO or ASN from the drop down list to **add** to your delivery. After selecting a PO, **click** the *New* button to save the PO/ASN to your delivery. You are then able to select additional PO/ASNs. You must **click** *New* after selecting each PO/ASN.

Leave all other fields blank.

VALIDATION CODES
* GOOD: ASN # is valid
▤ WARNING: ASN# is not found in the system

8. Multiple Supplier Delivery

Select the *supplier* from the drop down list. This will restrict the PO/ASN list in the next selection. If the supplier field is not displayed, **select** the *Tick box* for multiple suppliers further up the screen.

Select PO or ASN from the *drop down* list to add to your delivery. After selecting a PO, **click** the *New* button to save the PO/ASN to your delivery. You are then able to select additional PO/ASNs for the same supplier. You must **click** *New* after selecting each PO/ASN.

To change to the next supplier, **select** the supplier from the *drop down* list, then **select** a PO or ASN, **click** New after selecting each PO/ASN.

Leave all other fields blank.

*****IMPORTANT*****

If the PO (or ASN) you wish to deliver against is not in the list:

1. **Please crosscheck that you can select the correct supplier in the Booking Header (as on the previous page).**

    - **If not, please advise the:**

        Myer Supply Chain Team Coordinator on   03 9661 7079

    - **If you can, it may be that the ASN is not valid.**

2. **To check the status of the ASN, firstly confirm when the ASN was sent by the supplier.**

3. **They can then go to the Myer supplier website http://myersupplier.myer.com.au and utilise the EDI Track and Trace function to see if it has been acknowledged as being received by Myer.**

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

Phone: **1300 667 007, then choose Option 6, then Option 2**

E-mail: **Myer.Ecommerce@myer.com.au**

The quantities of cartons, pallets, garments on hangers and bulky items on the PO/ASNs you have selected will display a summary in the booking header. If your delivery includes 15 or more cartons, these must be delivered on pallets. **Specify** the pallet count in the *white, right hand cell.*

Cartons: [   ] [   ]
Pallets: [   ] [   ]
GOH: [   ] [   ]
Bulky: [   ] [   ]

Leave all other fields blank.

At this point you may either save your booking as a draft for later, or submit for automatic approval request. Use the buttons at the top of the booking request.

SAVE DRAFT   SUBMIT   CANCEL

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

Status: Approved
Confirmation #:   2000882
Request #:   1000882

If your booking is valid, but there are not docks free at your requested time, you are able to select an alternate time slot and re-submit your booking.

If your booking is not valid, please contact the RDC to discuss the reason for your booking not being accepted.

You can return to your dashboard at any time by selecting Dashboard on the *Dock Appointments* menu. From the dashboard you can review the bookings that have been saved, submitted and approved.

9. Understanding Your Responsibilities as a Carrier

A carrier is responsible for:

- Ensuring all merchandise is on a valid PO/ASN before booking

- Delivering only those PO/ASNs specified on a booking

- Ensure ASNs are not split across multiple vehicles

- Ensure a booking request is approved before delivering

- Submit booking requests prior to 2pm for a delivery the following day. (Submitting a booking earlier increases your chance of obtaining an agreeable timeslot).

- Arrive at the RDC at the agreed time

- Notify the RDC in advance of any circumstances that will prevent a delivery from arriving on time.

10. Understanding your Responsibilities as a Supplier

Where a supplier delivers merchandise directly to the RDC, that supplier assumes the carrier responsibilities above including those listed below.

A supplier is responsible for:

- Ensuring all merchandise is on a valid PO/ASN

- Endeavour to check the validity of an ASN via the Myer Supplier website prior to contacting the Myer E-Commerce helpdesk or RDC

- Ensuring your registration details, including which carrier(s) you use is maintained using the InFAST registration form on the Myer Supplier website:

  http:\\myersupplier.myer.com.au

- Ensuring your chosen carrier adheres to the responsibilities above

11. Getting Help

1. Additional resources will be available at the RDC over the go-live period.

   In the first instance, please contact:

Altona VIC	03 9360 1153
Eastern Creek NSW	02 8882 0112
Richlands QLD	07 3713 5328
Kewdale WA	08 9453 8127

2. For further assistance with InFAST, please contact 03 9661 5080 or 03 9661 7079

3. The Myer E-Commerce team can be contacted for assistance with troubleshooting ASN issues on:

   Phone: 1300 667 007, then choose Option 6, then Option 2

   e-mail: myer.ecommerce@myer.com.au