

JCPenney 753 Error Resolution Guide

This document is an error guide, it is intended to help suppliers understand the reason for their routing error and also provide them with the next steps required to resolve the error. In this document you will find all the information needed to resolve the most common routing errors. In the event that you receive an error message other than those listed below, please contact tmssupport-sm@jcp.com

****Anytime you resubmit a routing request it will be necessary to use new Routing Request Control reference numbers**

Error Message	Error Explained	Resolution \ Corrective Action
753 UNITS > PO OPEN	You have requested to ship more than the open quantity on the PO	Adjust your quantity on the 753 or verify PO quantity with the buyer
ATS < START SHIP DATE	You have requested to ship before your PO start ship date	Your ATS date must meet the requirements listed below. If PO date change is need, contact the buyer.
ATS > CANCEL DATE	You have requested to ship beyond your PO cancel date	Your ATS date must meet the requirements listed below. If PO date change is need, contact the buyer.
ATS DATE < 2 BUSINESS DAYS	You have requested a ship date less than 2 business days out	Your ATS date must meet the requirements listed below. If PO date change is need, contact the buyer.
ATS DATE < CURRENT DATE	You have requested a ship date that is less than today's date & ship date must be a future date.	Your ATS date must meet the requirements listed below. If PO date change is need, contact the buyer.
CANCEL DATE ISSUE CONTACT MSCM	You have less than 2 business days before the cancel date and need to resubmit your routing request	Your ATS date must meet the requirements listed below. TMS lite may be an option. Contact your supply chain manager and loadmgmt-sm@jcp.com
DIRECT TO STORE	Direct to store POs can not be routed through TMS and the 753 is not required.	Contact the Supply Chain Manager
DUPLICATE KEY NOT ALLOWED	Your 753 submission is using the same RRC reference number as a previous submission	You must use new RRC reference numbers with each submission. See notes below
LATE/DO NOT CANCEL/CALL CIA	You are requesting to ship past the cancel date for your catalog PO	Contact the buyer regarding the PO dates
PO NUMBER INVALID STATUS	PO is not in an open status	Contact the buyer for questions about the PO
PO NUMBER NOT IN JCP SYSTEM	Your PO is incorrect or You are not using the incorrect destination	Make sure you are using the Mark For and not the Ship to from the PO (N1-Z7)
SATURDAY ATS DATE NOT VALID	You can not request a Saturday Ship date	Your ATS date must meet the requirements listed below. If PO date change is need, contact the buyer.
SUPPLIER/ZIP NOT SETUP IN TMS	The origin ship point in your 753 does not match any of the ship points we have setup for you	Make sure zip is formatted correctly and if necessary, add ship point using the form provided on the supplier site
TOO LATE TO MAKE ISD	PO will need dates adjusted or special routing to be in store on time.	Contact the supply chain manager
TOTAL CARTONS NOT ON RFR	753 is missing cartons in the OID segment	Please see notes below regarding the OID segment of your 753
TOTAL PIECES NOT ON RFR	753 is missing pieces in the OID segment	Please see notes below regarding the OID segment of your 753
TOTAL VOLUME NOT ON 753	753 is missing volume in the OID segment	Please see notes below regarding the OID segment of your 753
TOTAL WEIGHT NOT ON 753	753 is missing weight in the OID segment	Please see notes below regarding the OID segment of your 753

DATE ERRORS–

- ATS is Available Io Ship. This is the date you will be ready for the carrier to pick up.
- ATS/ship date requirements:
 1. ATS date must be within ship window
 2. ATS date must be at least 2 business days from the date of your submission
 3. ATS date can not be more than 8 calendar days from the date of your submission

PO changes are not effective for routing purposes until the next day. If requesting an extension from the buyer, you should request a cancel date that is at least 3 business days out. (1 day for the date change + 2 business day minimum for routing)

If your cancel date is less than two business days out, TMS lite may be an option. TMS lite is an exception to our normal routing process that allows the supplier to ship in less than two business days. For TMS lite approval, contact Load Management and your Supply Chain Manager. loadmgmt-sm@jcp.com

OID SEGMENT (Quantity, Weight, or Volume Errors) –

- All fields in the OID segment are required.
- Two consecutive OID loops are required to be sent for each PO. One OID loop will specify the number of cartons shipped (OID04 = CTN). The other OID loop will specify the total number of items shipped (OID 04 = PCS).

RRC REFERENCE NUMBER (L11 segment) –

- RRC – Routing Requst Control (supplier# + mark for store# + current date + 6 digit sequential#)
 - Anytime you resubmit it is necessary to use new RRC reference numbers.
- If resubmitting on the same day, we recommend changing the 6 digit sequential number at the end of your RRC reference number.
 - Example: if the RRC numbers from your original failed submission ended in 000001 – 000018. Then, when you resubmit, start with 000019 and go up from there.

SHIP POINT –

- The 753 requires a 9 digit zip code without the dash. This zip code must match one of the ship points that we have setup for your supplier number.
- To add a new ship point, fill out and return the ship point form on the supplier site.
- Requirements>Shipping Instructions>SHIP POINT/RETURN GOODS