JCPENNEY RETAIL USER GUIDE

A GUIDE TO ALL JCPENNEY RETAIL WEBFORMS DOCUMENTS

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Below is a brief description and outline of all required documents for JCPenney Retail:

850 Purchase Order: JCPenney Retail will send a purchase order indicating the products they would like to order. They will typically include information regarding the items/UPCs they are purchasing, information regarding their desired shipping window and the ship to location. JCPenney Retail will send a 12-digit Blanket order and an 8-digit corresponding Release order.

855 Purchase Order Acknowledgment: After you receive a purchase order and have reviewed the info included, send them an acknowledgment to inform JCPenney if you will be fulfilling the order. This document allows you to accept and reject items or entire orders based on availability. It also allows you to update information if certain items will not be available within a requested ship window.

753 Request for Routing: Request for Routing is used to request routing instructions from the retailer and provide general information about merchandise that is ready to be shipped. When sent, you will either receive a "754: Routing Instructions" document to your WebForms inbox if it is accepted, or you will receive an email indicating any errors and will then have the ability to "edit for resend" within your WebForms sent folder.

754 Routing Instructions: Routing instructions will be sent by JCPenney in response to the Request for Routing to tell the supplier which orders have been authorized for shipping and the carrier specifics for pick up of the shipment at the supplier's location. Please note that the "Ship To" information may change from the originally sent Purchase Order. Please correct your Advance Ship Notice to be the address indicated on the Routing Instructions as this is the finalized shipping information.

856 Advance Ship Notice: After a Purchase Order is received and acknowledged, your retailer would like more information regarding how the shipment will be delivered. The ASN outlines exactly how your shipment was physically packed, so they know what to expect on their end. Vendors will usually enter information like the Ship To/Ship From locations, tracking information, and container information into this document in order to produce the shipping labels.

810 Invoice: The invoice is typically sent after your physical shipment has left the warehouse. The invoice is a request for payment from your buyer. Some items that are usually included in this are shipment details/item information, payment terms, any applicable discounts, and allowances or charges.

855: PURCHASE ORDER ACKNOWLEDGMENT

- The PO-Acknowledgement will be sent off of the **12-digit** purchase order from JCPenney Retail. (all other documents will be sent off the 8-digit order)

Header Tab:

- **Request for Change** OR **Acknowledged – No Detail or Change** will be most common
    - **Request for Change** if quantities, ship date, item info, etc. need to be changed.
    - **Acknowledged – No Detail or Change** if order can be fulfilled as requested.

- Unless you're a VMI supplier for JCPenney, the "detail" tab is not required to be filled out when Acknowledged – No Detail or Change is selected.
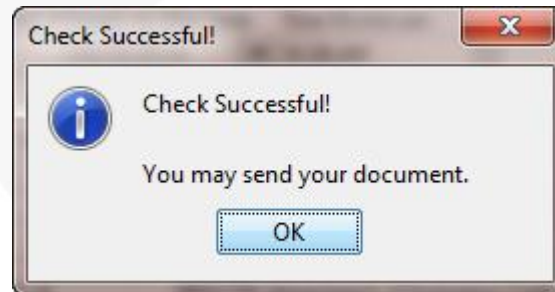
855: PURCHASE ORDER ACKNOWLEDGMENT

Once you have filled out the header tab, there should be no further information required on this document. Click the check button to ensure that no required fields have been missed.
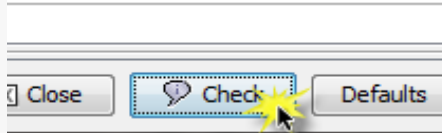
If all required information has been entered, you will receive the below prompt when clicking check.

At this point, you can send the invoice to JCPenney when ready.

753: REQUEST FOR ROUTING

Should be 8-digits and unique each time.
Recommended to use the date [ex: 05142015]

This contact will be notified if there are any issues with your Request for Routing.

Use the same address that was submitted on the Ship Point Form to TMS-Support.
9-digit zip code, no hypens

753: REQUEST FOR ROUTING

25 digits, format below:

AAAAAABBBBBCCCCCCCCDDDDDD

A = 6 digit vendor #
B = Ship to location
C = Date in YYYYMMDD
D = 6 digit sequential number (start with 000001, then 000002, etc)

Must be at least **2 business days** from when the 753 is sent, but *no more than 8 days* out.

JCPenney will take into account time differences, so be sure that it as at least *2 full business days* in **Central Time** (CT).

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753: REQUEST FOR ROUTING

Can be the same as **Retailer PO #** If you'd prefer to enter a different unique ID, that is acceptable also.

Number of Cartons shipping for this shipment.

Total **item quantity** ordered, which may be different from the number of cartons shipped.
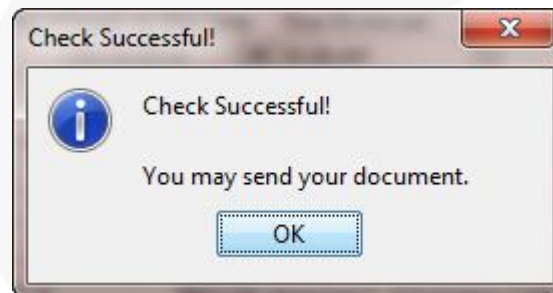
753: REQUEST FOR ROUTING

Once all the required fields have been completed, use the check button to ensure that no required fields have been missed.

If all required information has been entered, you will receive the below prompt when clicking check.

You may now send the Request for Routing. JCPenney will follow up with Routing Instructions which will post to your WebForms inbox. If any information is rejected on your request, the contact submitted will receive an email.

753: REQUEST FOR ROUTING

If your 753: Request for Routing is **rejected** by JCPenney, you will receive an email to the email address that was entered on the form when submitting to TMS Support.

The email will be from tmssupport-sm@jcp.com This email will indicated the errors made that need to be adjusted and resent in order to receive your "Routing Instructions".

Please refer to the 753: Error Resolution Guide located on our support center page. This will walk you through the errors and how to adjust them within your form.

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If your 753: Request for Routing is **accepted** by JCPenney, you will receive a "Routing Instructions" (754) to your WebForms inbox indicating your finalized shipping information.

*Please note that the 'ship to' information may be different than the original order, please note this change on the Advance Ship Notice when filling out that form.

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753: REQUEST FOR ROUTING

If your 753 document was rejected, SPS Commerce has created a function that allows you to "edit for resend" to correct any errors and resend to JCPenney successfully.

To do so, please follow the below steps:
1. Navigate to your sent folder and find the 753 document that was rejected
2. Off of the rejected 753, select the orange "next steps" icon →
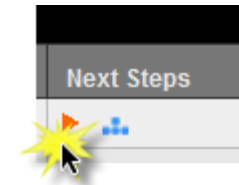
3. Then select the "edit for resend" option which will pull up the form as if it was a draft.
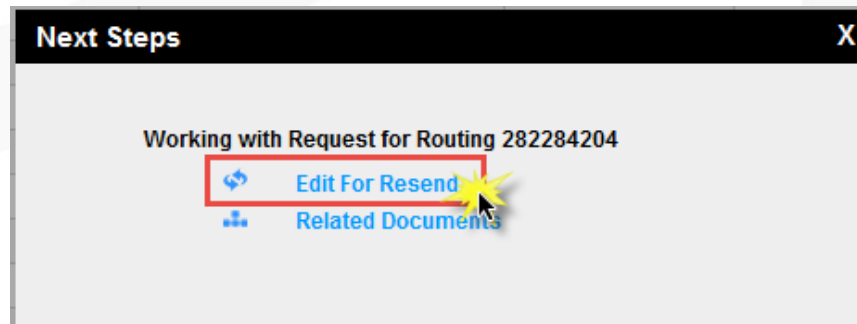
753: REQUEST FOR ROUTING

When making changes, be sure to edit the following-
1. The erred information indicated on the email from TMS Support
2. The sequential number in the "Routing Request Control #"
3. The requested pick-up date and time if necessary (must be at least 2 full days and less than 8 days)

4. Request number

Should be 8-digits and unique each time.
Recommended to use the date [ex: 05142015]

5. After this information is changed, you can resend the document!

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856: ADVANCE SHIP NOTICE

- **Advance Ship Notice: Pick and Pack** is recommended.

Shipment

| Packaging Type | Lading Qty | Gross Weight (lbs) |
| Carton Corrugated | | |

Domestic Shipments (SCAC)

| Routing Seq | Type | SCAC C... |

SCAC code: 4-letter alpha code indicating the carrier

| Transportation Method/Type | Original Carrier Name |

Select the most appropriate type and enter the Carrier Name

| Bill of Lading | Carrier PRO/Tracking # | JCP Load ID | Contact Name | Email Address |

Indicated on the 754: Routing Instructions

| Shipped Date MM/dd/yyyy | Shipped Time hh:mm:am | Arrival Date MM/dd/yyyy |

When the product is scheduled to ship

17-digit Bill of Lading number or "0" if the Transportation Method/Type is "Small Package"

Ship To — "JCPENNEY"

| Ship To Name | Id Code Qualifier | JCP location # - Please Review your 754 Routing Instructions document for possible location updates. |
| | Assigned by buyer | 99481 |

| Address | Address | City | State | Postal Code |
| A. RECEIVING DOCK 9948 | 10500 LACKMAN RD. | LENEXA, | KS | 66250 |

Ship From

| Ship From Name | Id Code | Vendor Loca... |
| | Assigned by buyer | 03 |

| Address | Address | City | State | Postal Code | Country |

Use the same address that was submitted on the Request for Routing and the Ship Point form to TMS- Support.
9-digit zip code, no hyphens

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Much of this information (ship to name, ship from information, etc.) can be saved as a default setting.

856: ADVANCE SHIP NOTICE

Examples:
  Housewares
  Apparel
  Shoes

Most often **Shipment Complete-** though select the most appropriate.

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856: ADVANCE SHIP NOTICE

- Enter the "quantity per carton" for each item
  - For **single SKUs per carton**, be sure that the Qty per Carton is divisible by the Shipped Qty- this will create the appropriate amount of labels if shipping multiple cartons of the same item
  - For **multiple SKUs per carton**, be sure the Qty per Carton **equals** Shipped Qty

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856: ADVANCE SHIP NOTICE

Once all the required fields have been completed, use the check button to ensure that no required fields have been missed.

If all required information has been entered, you will receive the below prompt when clicking check.
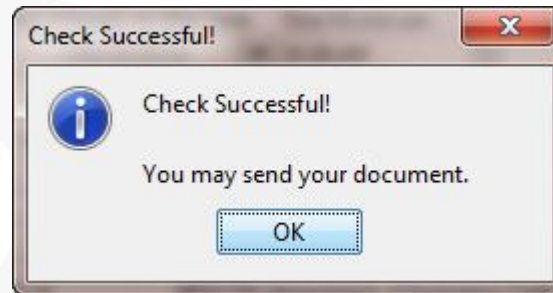
At this point, you will want to press **"Save"** (do not send yet). This will save a copy to your Drafts folder to print your carton labels. If you do not have the correct number of labels, the ASN was not completed correctly and will need to be reviewed.

After your labels are printed and the product is ready to ship, you may then send your Advance Ship Notice.

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LABEL PRINTING:

- To print your labels from the Advance Ship Notice saved as a draft you will navigate to your drafts folder
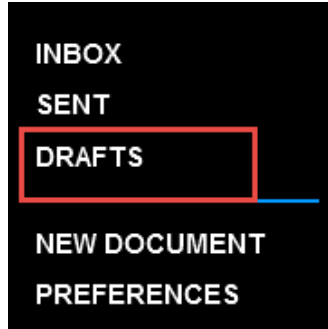
- Locate the appropriate Advance Ship Notice and select the next steps arrow

- Then select the Shipping Label from the next steps options
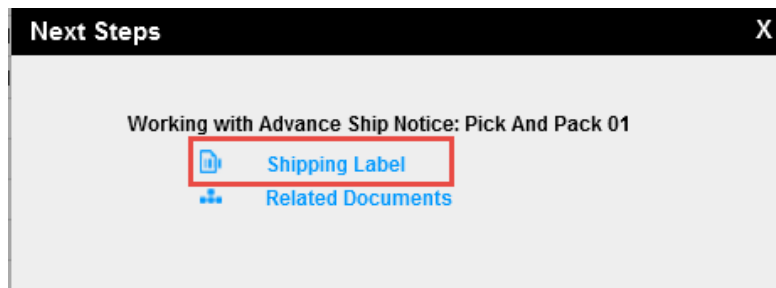
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810: INVOICE

810: INVOICE
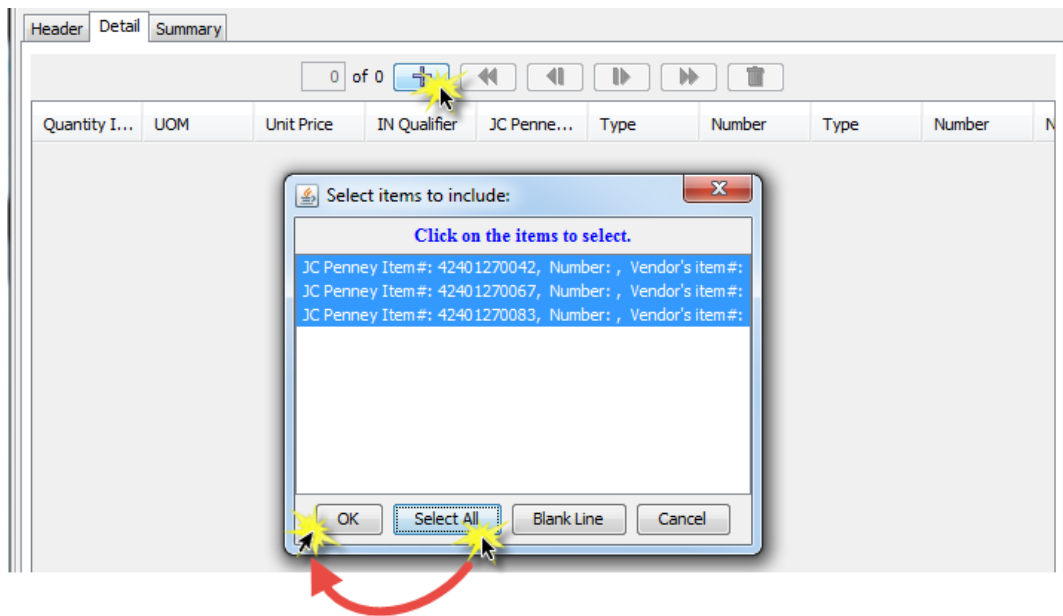
Add items to Invoice accordingly.

Ensure that the item information is correct.
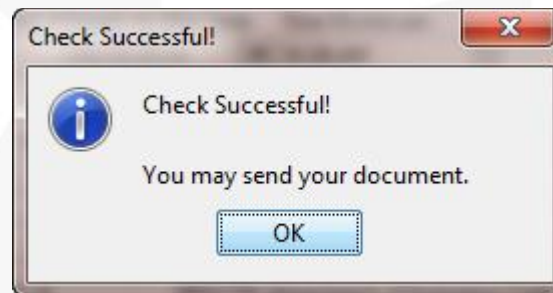
810: INVOICE

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Once all the required fields have been completed, use the check button to ensure that no required fields have been missed.

If all required information has been entered, you will receive the below prompt when clicking check.

At this point, you can send the invoice to JCPenney when ready.

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