

# SmartRoute Q & A

**1. Q: Where are the training materials located?**

**A:** Please visit [vendors.steinmart.com](https://vendors.steinmart.com) . Under Routing Instructions, you will find a number of documents including the training schedule, SmartRoute Registration Form, SmartRoute Q&A, and the SmartRoute Routing Process – the Step by Step guide to routing shipments using SmartRoute.

**2. Q: How do I get set up to use SmartRoute?**

**A:** Please go to [vendors.steinmart.com](https://vendors.steinmart.com) and click on the SmartRoute Registration Form. Follow the instructions on the form and submit it. You will need to fill out a separate form for each shipping location your company will be shipping from.

**3. Q: I've received my user id and login information, but I can only see the vendor news portlet. Why can't I see any of my PO's?**

**A:** Stein Mart is controlling the roll out of SmartRoute. You can find out when your shipping location(s) go live at [vendors.steinmart.com](https://vendors.steinmart.com) by clicking on the Training Schedule. Scroll to the page with the map and match up the state(s) you will ship from with the roll out schedule. When your shipping location goes live, we will turn on the other routing portlets and you will then see your PO's.

**4. Q: Will I receive a notification when my region goes live, or should I just start using SmartRoute on my go live date?**

**A:** When vendors in a region go live, the notification you will receive will be the PO's that start to appear in your vendor portal. Until your go live date, your vendor portal will not display any PO's to route. Please reference the Training Schedule at [vendors.steinmart.com](https://vendors.steinmart.com) for the roll out schedule.

**5. Q: Are the screens printable?**

**A:** An excel file may be generated from the Vendor Portlet.

**6. Q: How frequently will vendors receive the PO ship window report?**

**A:** After go-live it will be sent daily.

**7. Q: When's the earliest/latest you can route a shipment without incurring a BRC?**

**A:** The earliest a PO should be routed is 10 business days prior to the PO "Not Before" date. The latest a PO can be routed is 2 working days prior to the "Not After" date. If the PO was transmitted to you 2 or less working days prior to the "Not After" date, please email [vendorcompliance@steinmart.com](mailto:vendorcompliance@steinmart.com) providing the PO number and date initial PO transmission was received.

**8. Q: Does the shipment need to be ready at the time the facility opens? What about vendors who require an appointment?**

**A:** For LTL routing the shipment should be available during the hours of operation on the ready date. For TL routing the carrier will schedule a specific pickup appointment.

**9. Q: How many times can I route shipments within a business week?**

**A:** If a vendor has multiple PO's with overlapping ship windows that can be routed during the same business week, we encourage you to route them together so they are ready for pickup on the same day. A vendor may not route separate shipments on consecutive business days. Doing so may result in a business recovery charge.

**10.Q: How many ASN's can we send per day or per week?**

**A:** There is no limit to how many ASN's a vendor can send a day. ASN questions should be directed to [vendorcompliance@steinmart.com](mailto:vendorcompliance@steinmart.com) .

**11.Q: I default my freight class at 100, is that an issue or will it generate a BRC?**

**A:** We strongly urge vendors to use the actual freight class for their merchandise. In the event you cannot provide the actual class, please contact [transportation@steinmart.com](mailto:transportation@steinmart.com) for an exemption.

**12.Q: Are you sending us a BOL (Bill of Lading)?**

**A:** Once a shipment is routed, a SmartRoute BOL will accompany the routing instructions.

**13. Q: Do we use the BOL that you generate or do we create our own?**

**A:** Vendors may use either the BOL provided with the routing instructions or your own. In either case, it is critical that you write the Load ID number in the special instructions of either the Stein Mart BOL or your own BOL after it is printed.

**14.Q: Can we attach the SMRT BOL to the vendor's BOL and include the LOAD ID?**

**A:** Yes, but the load ID still must be written in the Special Instructions on the vendors BOL signed by the driver.

**15.Q: Why do we have to write the Load ID in the Special Instructions on the BOL, why doesn't the system do it for us?**

**A:** Stein Mart was unable to include this feature as part of our initial go live. We are working with our TMS provider to have this feature added in future releases of SmartRoute.

**16.Q: Does the BOL number on the ASN need to match the Load ID generated by SmartRoute?**

**A:** The BOL number on the ASN should be the BOL number you use. If you do happen to use the BOL generated by SmartRoute, the Load ID would be the BOL number on the ASN.

**17.Q: Is the Load ID the same as the Shipment ID?**

**A:** No, the Load ID is the reference for your shipment. Please do not use the Shipment ID to identify your shipment.

**18.Q: If after the routing request has been submitted and you need to change something, how do you change it?**

**A:** Once the routing is submitted you must email [routing@steinmart.com](mailto:routing@steinmart.com) to make changes.

**19.How many hours in advance do we have to route orders before shipping them?**

**A:** Stein Mart requires 2 business days advanced notice for all shipments. Shipments routed with less than 2 business days' notice may be subject to a business recovery charge (BRC). If you received your PO from Stein Mart and the not after date is less than 2 business days from the current date, please email [transportation@steinmart.com](mailto:transportation@steinmart.com) PRIOR to shipping the PO.

**20. How long after the routing request is submitted will it take to receive the shipping authorization?**

**A:** Stein Mart will provide routing instructions at least 24 hours in advance of the PO ready date.

**21. Where do I get the new routing instructions?**

**A:** All of the SmartRoute routing instructions and vendor standards manual are located at [vendors.steinmart.com](http://vendors.steinmart.com). Just click on the SmartRoute icon and choose the document you need.

**22. Why does Stein Mart require vendors to submit route requests as floor loaded?**

**A:** We require vendors to submit route requests as floor loaded so our TMS system can most efficiently optimize the shipment along with other shipments in your area and determine the best routing method. However, just because you submit your shipment as floor loaded doesn't necessarily mean it will need to be floor loaded. If your shipment has been determined to be an LTL shipment, you may palletize it assuming there are 8 pallets or fewer, and can be stacked 96 inches or lower. There are other conditions (see question 21 below) which will result in a shipment being palletized as well.

**23. Most of our merchandise is fragile; do we still need to floor load our shipment?**

**A:** All shipments other than department 8 need to be submitted as floor loaded in Smart Route. You may check the "Fragile" checkbox during the routing process to put a reference for us on the shipment. If we determine the shipment is to be shipped LTL, you will be allowed to palletize if the whole LTL pickup can be put on 8 pallets or fewer.

**24. What is the latest time of day that I may submit routing to consider it routed on that day and not next day?**

**A:** All routing must be completed by 6:00PM EST.

**25. Will we still be shipping to the consolidation centers that correspond with the zip code we are shipping from?**

**A:** Not necessarily. Once Stein Mart has had the opportunity to review your shipment as well as other shipments from vendors shipping near you, your shipment could be sent to a consolidation center by itself, sent to a stores distribution center by itself, or sent to a stores distribution center with shipments from other vendors near you. Your shipment could be sent using a truckload carrier, an intermodal carrier, or an LTL carrier. It just depends on which method is most efficient. The routing documents you will receive will have all the specific instructions you will need.

**26. My not after date is very close to my go live date for SmartRoute, which shipment method do I use, the way I do it today or do I use SmartRoute?**

**A:** Our first and foremost priority is to ensure your shipment leaves on time. If your go live date is close to your not after date, please route your shipment using the way you do it today.

**27. Will Stein Mart's Commercial Zone Change as a Result of SmartRoute?**

**A:** No, the Commercial Zone will remain in place for all zip codes listed in the vendor's standards manual.

**28. Does the Load ID generated in SmartRoute need to be included on the ASN?**

**A:** The Load ID may be included in the reference field if you choose , but it is not required.

**29. Will SmartRoute work using Apple's Safari browser, or just the Windows Explorer browser?**

**A:** Yes, SmartRoute will work using either Apple's Safari browser or Window's Explorer browser.