

This is a tutorial for placing pick up requests on CTE's website.

This web submission portal provides:

- Edit functions to change email and contact information
- Cut and paste function for purchase order information
- Correcting DC/carton/weight information prior to submitting

This tutorial provides step-by-step instructions with screen shots of each step. Vendors are expected to route multiple department stores/DC's in one request. Please call CTE if you have questions after reviewing the tutorial.

**Please do not route using Google Chrome. CTE recommends Firefox, Internet Explorer/BING and Mozilla, for example.**

If you are a 3PL and are shipping different accounts/vendors to CTE, each one gets a separate pick up request. (For instance, if you are shipping Nike and Puma, each has a separate request.)

Please remember that CTE accepts pick ups only 1 business day in advance.

**Please review CTE's home page for COVID updates.**

**All requests must be received at CTE before 3 pm PST.** (For a Monday pick up, please submit Friday before 3 pm.) Submissions after 3 pm are not guaranteed a next business day pick up.

**All shippers must have a 9 am ready time.**

If you find a mistake after submitting your request, please do not resubmit. Please wait until you receive CTE's email confirmation with the PDF attachment.

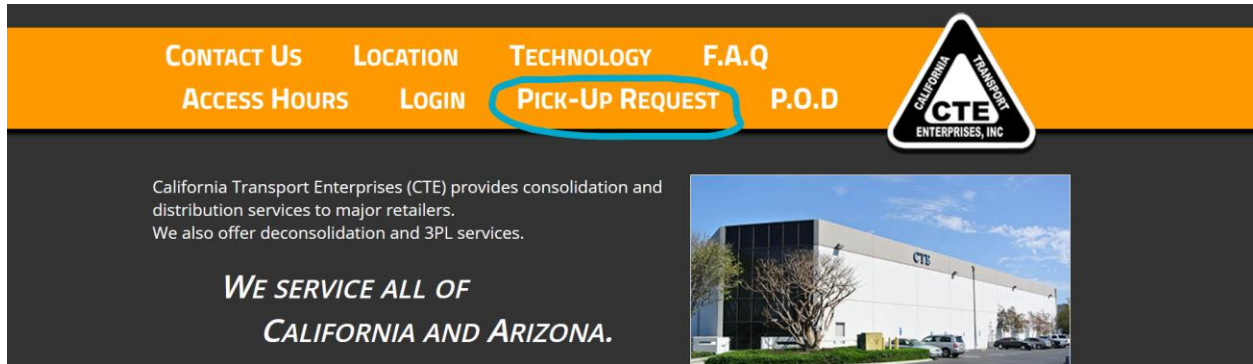
Open the attachment and find the dispatch number (in the top left corner). Call CTE and refer to the dispatch number. **No emails please.**

**You are expected to review every pick up confirmation from CTE. Please open the PDF to confirm your pick up has no problems like: invalid po numbers, underweight shipments, wrong cubic feet, etc.**

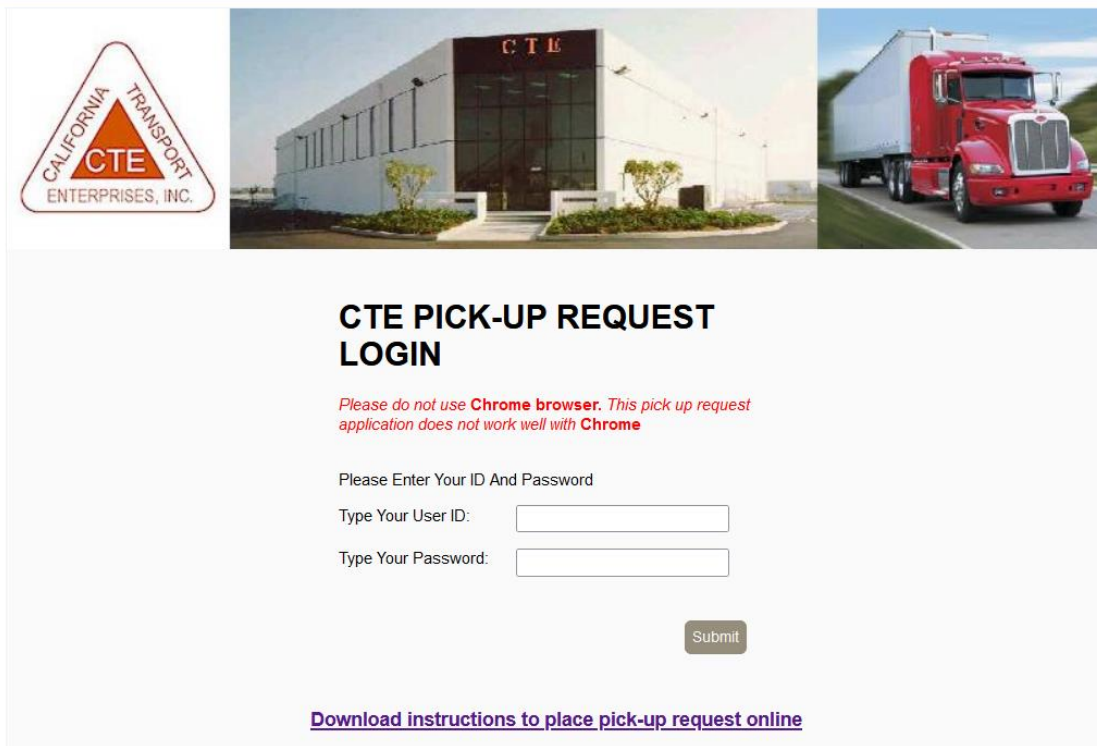
**If you do not get a confirmation within 30 minutes of your submission, please call CTE before 3 pm. No emails please.**

Start at CTE’s home page. It is crucial you start here every time as CTE provides company updates here only.

Click the **Pick-Up Request** link. (Circled in Blue)

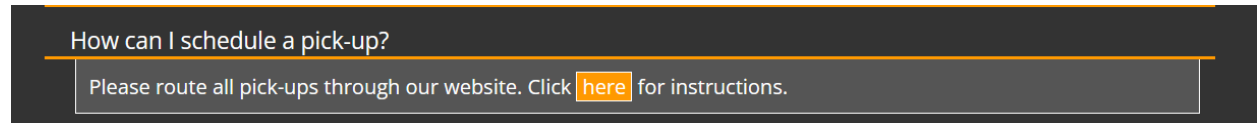


You will see the log in screen as below.



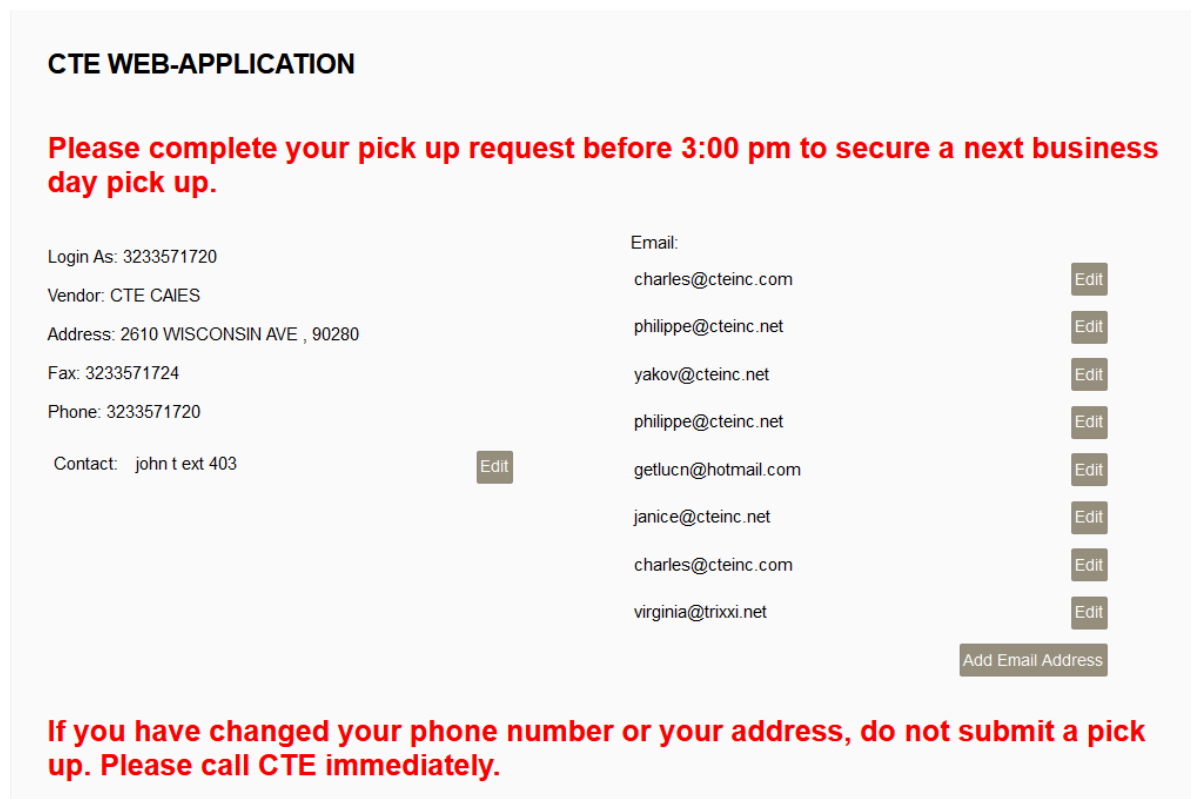
Enter your ID and password as one continuous stream – no spaces. Click submit (or press Enter) to log in.

Instructions are also linked to the FAQ link on CTE’s home page. Go to “How can I schedule a pick up?” Click the question and a box appears:



Once you have logged in, the landing page has your company information (name, address, phone number, emails).

**If the address or phone number is wrong, call CTE immediately!  
Do not continue!**



**CTE WEB-APPLICATION**

**Please complete your pick up request before 3:00 pm to secure a next business day pick up.**

Login As: 3233571720	Email:	
Vendor: CTE CAIES	charles@cteinc.com	Edit
Address: 2610 WISCONSIN AVE , 90280	philippe@cteinc.net	Edit
Fax: 3233571724	yakov@cteinc.net	Edit
Phone: 3233571720	philippe@cteinc.net	Edit
Contact: john t ext 403	getlucn@hotmail.com	Edit
	janice@cteinc.net	Edit
	charles@cteinc.com	Edit
	virginia@trixxi.net	Edit

Add Email Address

**If you have changed your phone number or your address, do not submit a pick up. Please call CTE immediately.**

If you need to change a contact name or revise/add an email, go to page 15:  
**Change Your Company Profile.**

You can make one time edits to emails and contacts on this page.  
Permanent changes must be emailed to [sales@cteinc.net](mailto:sales@cteinc.net).

If the information is correct, click the **Pick up Request** box to start.

The next screen is the **PICK UP REQUEST INFORMATION** page.

[\[Home\]](#)   [\[Log Out\]](#)

### PICK UP REQUEST INFORMATION

**Please remember for the pull down menu below:**

NORDSTROM DC 935 = WCOC	HAUTELOOK DC 562 = NORDSTROM FC568/569
NORDSTROM RACK DC 881 = NORDSTROM FC568/569	HAUTELOOK DC 563 = NORDSTROM 599

**Consignee:**      **B/L#**    **Reference#/SRR#**

PO	Carton	Weight - lbs	Cubic
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Click the **Consignee** box and a DC list appears. Select your first destination.

The **B/L #** (Bill of Lading #) is optional. If you don't have it, you can skip it.

**The Reference/SRR # is required for Boscov's ONLY.** If you do not have it when you submit your request, please make sure it is on the bill of lading.

**Nordstrom DC 568/881/562 is DC 569 in Pennsylvania. When you click the Consignee box and see the list of DC's, it's right under DC 799.**

**Hautelook DC 879/873/872 is Hautelook 879.**

**DC 935 = Riverside DC = WCOC**

**Please list all weights in lbs.**

Once you select the Consignee, there are two ways to enter information.

1. Type it in each box.
2. Copy and Paste from Excel

### 1. **Typing:**

Type each item in each box provided.

**Each purchase order number (PO) must have the cartons, weight and cubic feet for every Consignee. If you do not provide that, you cannot get a pick up.**

**Calculating the cubic feet:** Multiply Length x Width x Height x Total boxes ÷ 1728

Example: If you had 41 boxes and the dimensions are 12x12x12, the cubic feet would be:  
 $12 \times 12 \times 12 \times 41 \div 1728 = 41$  cubic feet

**All numbers listed must be whole numbers. No decimal points.**

**\* If a PO is missing the cartons or weight or cubic feet, the system will drop that PO \***

**If you have multiple Consignees**, enter the information for the first Consignee, then click the button [Continue/Next Bill ]

**All boxes will clear. Select the next Consignee. Enter the PO, Cartons... same thing as above.**

**If you are shipping the same po number to multiple DC's**, here is what to do:

- After you have completed the first DC, select the DC for the next shipment.
- Enter the bol # if you have it.
- Click **Copy Previous PO**.
- The po number from previous shipment will show up. You will need to enter the cartons, weight and cubic feet.
- Repeat the process for each DC.

**If you enter multiple Consignees, they will all appear on the summary page later in the process.**

Once you have finished the last Consignee, click "Done/Finish."

Skip to Page 9 to enter the Date and Time information.

## 2. Copy and Paste From Excel:

After you select the Consignee, click the button [Copy From Excel] The screen looks like this:

**PICK UP REQUEST INFORMATION**

**Please complete your pick up request before 4:30 pm to secure a next business day pick up**

Consignee:  B/L#  Reference#/SRR#

Copy the data from your excel sheet and paste(CTRL+V) in the editor

Note: DO NOT copy column headings. Please copy information in this order:PO# | Cartons per PO | Weight per PO | Cubic Feet per PO

CTRL+V to paste here ==>

After you choose the consignee, there are two other fields. Enter the bill of lading number (B/L #), if you know it.

**The SRR # is only for Boscov's.**

When copy you from Excel, **copy the numbers only in this order:**

1. Purchase order number
2. Total cartons per po number
3. Total weight per po number
4. total cubic feet per po number.

**All numbers must be whole numbers. No decimal points!**

If you are shipping 3 po numbers to a Distribution Center, please prepare the information this way (po number, cartons, weight, cubic feet):

<b>14113672</b>	<b>23</b>	<b>442</b>	<b>115</b>
<b>14155444</b>	<b>2</b>	<b>41</b>	<b>10</b>
<b>14107561</b>	<b>16</b>	<b>87</b>	<b>80</b>

**To calculate the cubic feet:**

Multiply Length x Width x Height x Total boxes ÷ 1728

Example: If you had 41 boxes and the dimensions are 12x12x12, the cubic feet would be:

$$12 \times 12 \times 12 \times 41 \div 1728 = 41 \text{ cubic feet.}$$

**Paste all the information for a Distribution Center at the same time. You cannot paste the po numbers, then the cartons, then the weight, etc.**

Once you have copied the data from Excel, put the cursor inside the box. Press the <CTRL> key and <V> key to paste ( CTRL + V ). After pasting, it should look like this:

### PICK UP REQUEST INFORMATION

Please complete your pick up request before 4:30 pm to secure a next business day pick up

Consignee:  B/L#  Reference#/SRR#

Copy the data from your excel sheet and paste(CTRL+V) in the editor

Note: DO NOT copy column headings. Please copy information in this order:PO# | Cartons per PO | Weight per PO | Cubic Feet per PO

CTRL+V to paste here ==>

14113672	23	442	115
14155444	2	41	10
14107561	16	87	80

Click the button [Click Here To Save] near the bottom of the screen. The screen should look like this:

### PICK UP REQUEST INFORMATION

Please complete your pick up request before 4:30 pm to secure a next business day pick up

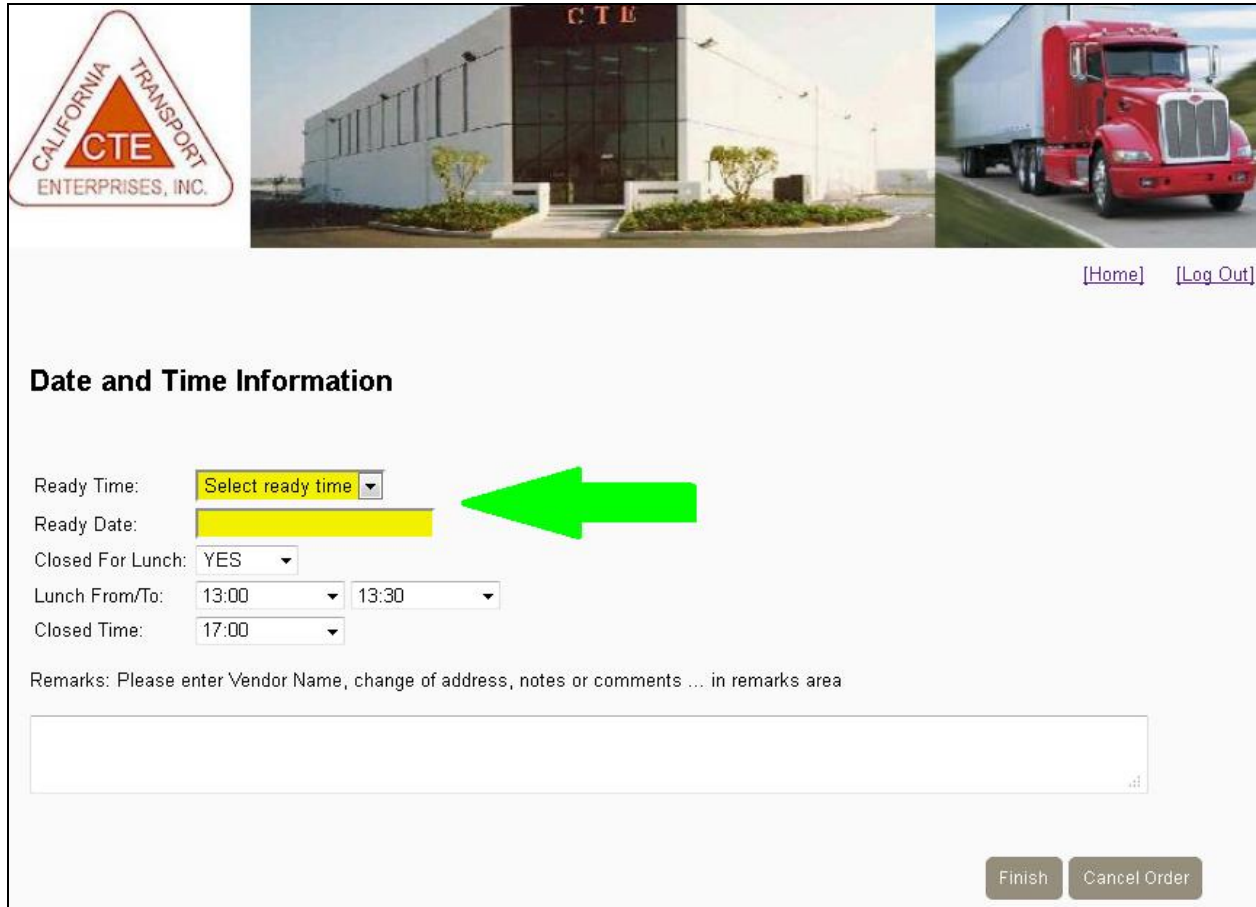
Consignee:  B/L#  Reference#/SRR#

PO	Carton	Weight	Cubic
<input type="text" value="14113672"/>	<input type="text" value="23"/>	<input type="text" value="442"/>	<input type="text" value="115"/>
<input type="text" value="14155444"/>	<input type="text" value="2"/>	<input type="text" value="41"/>	<input type="text" value="10"/>
<input type="text" value="14107561"/>	<input type="text" value="16"/>	<input type="text" value="87"/>	<input type="text" value="80"/>

**If you have more Consignees to submit, click “Continue/Next Bill.”**  
(If you have 3 Consignees, you will do this process 3 times.)

**If you enter multiple Consignees, you see will them on the summary page later in the process.**

After the last Consignee is entered, click the **[Done/Finish]** button. The screen will change to the Date/Time information page:



**Date and Time Information**

Ready Time:

Ready Date:

Closed For Lunch:

Lunch From/To:

Closed Time:

Remarks: Please enter Vendor Name, change of address, notes or comments ... in remarks area

Click the box next to Ready Time and select the ready time – to the nearest 30 minutes. Click the box next to “Ready Date,” and a calendar appears. Select the ready date.

**Please remember that CTE accepts pick ups only 1 business day in advance. A pick up on Monday must be submitted Friday.**

**All ready times are 9 am.**

Please use military time for the afternoon.

- 1 pm = 1300 hours (12+1).
- 2 pm=1400 (12+2). 3 pm=1500.
- 4 pm=1600.



CTE requires a 4 hour window for pick up. Lunch and breaks are not included.

**Note:** The screen shows your lunch time in 30 minute intervals – 12:00, 12:30 pm, 13:00, 13:30, etc.

**If your lunch time starts at a different time, like 12:15 – 12:45, please type the actual time in the REMARKS box.**



Remarks: Please enter Vendor Name, change of address, notes or comments ... in remarks area

Finish Cancel Order

**Please enter all the information. If you do not, the system will not accept your pick up.**

Use the REMARKS box to list other information like:

- vendor name (Nike, Puma, Guess),
- dimensions of your largest box (in inches),
- dock door
- number of pallets
- if your freight is fragile, etc.

If you are shipping multiple vendor/accounts (Puma and Nike), each account has a separate request.

Click the button [Done/Finish] once you have completed the necessary steps. The screen will go to the summary page as shown below:

### Pickup Request Summary

Please verify the value you have entered. Then **CLICK FINISH** at the bottom of the screen to complete this request.

Request Number: Will be shown upon submission.

Vendor Name: TEST SHIPPER CTE CAIE SS

Contact Person: CHARLES

Phone Number: 3933571720

Email Address: charles@cteinc.net, mike.sanchez@rightsize.com

Ready Date: 09/13/2013

Ready Time: 09:00

Close Time: 17:00

Lunch Time: 13:00 - 13:30

Remarks: For instructional purpose

**BOL's**

	Cartons	Weight	CF	SRR#	BOL#	
<b>NORDSTROM 299 IA JD0299</b>	41	570	205			<input type="button" value="Edit"/>
<b>PO#</b>	<b>Cnts</b>	<b>Wght</b>	<b>CF</b>			
14113672	23	442	115	<input type="button" value="Edit"/>		
14155444	2	41	10	<input type="button" value="Edit"/>		
14107561	16	87	80	<input type="button" value="Edit"/>		
+ Add more..						

	Cartons	Weight	CF	SRR#	BOL#	
<b>BOSCOV'S - WHS</b>	21	210	42	123456	12345678901234567	<input type="button" value="Edit"/>
<b>PO#</b>	<b>Cnts</b>	<b>Wght</b>	<b>CF</b>			
5544332	15	150	30	<input type="button" value="Edit"/>		
4321098	6	60	12	<input type="button" value="Edit"/>		
+ Add more..						

Please look at this screen carefully. It will show everything scheduled for pick up.

**If you need to change the Ready Date, Ready Time, Close Time, Lunch Time, or Remarks, click the [Edit] button next to each item.**

**Make the change and click [Save]**

**If you entered the wrong DC, you can change the DC information.**

Click the [Edit](#) button next to the DC you want to revise and it.

The DC information line changes to

	Cartons	weight	CF	SRR#	BOL#	
NORDSTROM 299 IA JD0299	41	570	205	<input type="text"/>	<input type="text"/>	Save Cancel
<b>PO#</b>	<b>Cnts</b>	<b>Wght</b>	<b>CF</b>			

Make the change and click the [Save] button to save.

**If you need to change a po number on a DC, or any of the information with the po number:**

Click the [Edit](#) button next to the PO number and this box appears. The PO line changes to edit mode.

14155444	2	41	10	<input type="text"/>	<input type="text"/>	Edit
<input type="text" value="14107561"/>	<input type="text" value="16"/>	<input type="text" value="87"/>	<input type="text" value="80"/>			Save Cancel

Make the needed corrections and click the [Save] button. You can change everything, or one item. The updated information will appear immediately.

**If you need to add a po number to an existing DC, you can do that.**

Click the link [+ Add More ] just below the POs.

	Cartons	Weight	CF	SRR#	BOL#	
NORDSTROM 299 IA JD0299	41	570	205	<input type="text"/>	<input type="text"/>	Save Cancel
<b>PO#</b>	<b>Cnts</b>	<b>Wght</b>	<b>CF</b>			
14113672	23	442	115	<input type="text"/>	<input type="text"/>	Edit
14155444	2	41	10	<input type="text"/>	<input type="text"/>	Edit
14107561	16	87	80	<input type="text"/>	<input type="text"/>	Edit
+ Add more.. 						

It will show a line with boxes for PO, cartons, weight, and Cubic Feet.

14107561	16	87	80	<input type="text"/>	<input type="text"/>	Edit
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Save Cancel

Enter the information. Click the [Save] button

**If you forgot a DC, click the button [Add a consignee/shipment]**  
 You will be brought back to the Pick Up Request Information page

[\[Home\]](#)   [\[Log Out\]](#)

### PICK UP REQUEST INFORMATION

**Please remember for the pull down menu below:**

NORDSTROM DC 935 = WCOC	HAUTELOOK DC 562 = NORDSTROM FC568/569
NORDSTROM RACK DC 881 = NORDSTROM FC568/569	HAUTELOOK DC 563 = NORDSTROM 599

**Consignee:**  **B/L#**  **Reference#/SRR#**

PO	Carton	Weight - lbs	Cubic
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

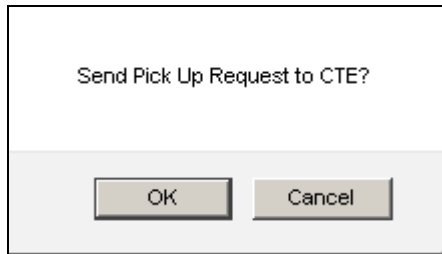
Enter the DC/PO/Carton/Weight/Cubic information and Click “Done/Finish.”

**If you add a DC, you may need to resubmit your Ready Time/Ready Date Information before you get to the summary page.**

Once you have reviewed all the information on the last page, consider printing or saving the page for your records. It will be useful if there is a problem later.

Once the information on the summary page is complete, click the [Finish] button.

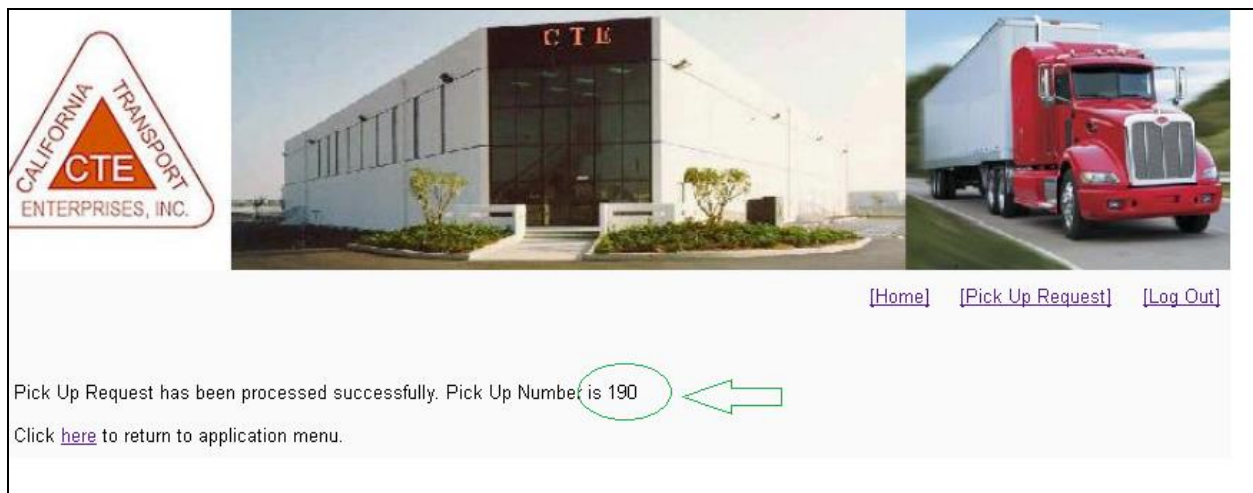
A small window appears and asks to send the pick up request to CTE.



Click the button [Ok].

If you click [Cancel] the pick up is erased and you must start over.

The next page shows the pick up request number. This means your pick up is done and the information was sent to CTE. Please consider writing down the pick up number or take a screenshot in case an issue arises.



Click the button [Log Out] to leave the CTE Pick Up Request page. Please log out so your browser clears the information in its memory.

CTE will process the pick up and send back a PDF attachment. This is your confirmed pick up and will list all shipments ready for pick up. The dispatch number will be in the top left-hand corner of the PDF attachment.

**Please review carefully the PDF attachment for notes about your pick up; it could be about bad po numbers, underweight shipments, no pallet count, etc.**

**If something is wrong, please call CTE's customer service. No emails please.**

**Do not send another web request.**

**Please refer to your dispatch number when making a correction.**

## Change your company profile

When you first logged in, the landing page displayed your company information.

We added [Edit](#) functions so you can make changes

**Pick up request MUST BE COMPLETED before 4:30 PM or it will be process**

Login As: 3933571720	Email:
Vendor: TEST SHIPPER CTE CAIE SS	charle
Address: 2610 WISCONSIN AVE , 90280	mike.:
Fax: 3233571724	
Phone: 3933571720	

Contact:

**Please contact CTE if address or phone# changed**

### To change/edit the contact

**name**, click the [Edit](#) button next to it. Type the name in the Contact box. You can include an extension or phone number. Click the [\[Save\]](#) button to save the change

**To edit/change an email address**, click the [Edit](#) button next to the email and it will let you change the email.

Make the change and click the [\[Save\]](#) button. The page will update and display the revised email address

Email:

charles@cteinc.net	<input type="button" value="Edit"/>
<input type="text" value="mike.sanchez@cte.com"/>	<input type="button" value="Save"/> <input type="button" value="Remove"/> <input type="button" value="Cancel"/>
<input type="button" value="Add Email Address"/>	

**To add a new email address**, click the button [\[Add Email Address\]](#)

Enter the new email in the box and click the [\[Save\]](#) button.

The page will update and display the added email address.

**processed next day**

Email:

charles@cteinc.net	<input type="button" value="Edit"/>
mike.sanchez@cte.com	<input type="button" value="Edit"/>
Email: <input type="text" value="Ann.chovy@xpsshoes.com"/>	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

**The changes you make are not permanent and only apply to the current pick up. For permanent changes, please contact CTE.**