

This is a tutorial to submit pick up requests on CTE's website.  
The system provides features such as:

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

This tutorial provides step-by-step instructions with screen shots of each step.  
Vendors are expected to process multiple department stores/DC destinations in one web request.

**Please do not route using Google's Chrome browser. CTE recommends Firefox, Internet Explorer, Mozilla, for example.**

If you are a 3PL and you 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 their own pick up request.)

If you have any questions after reading the tutorial, please call CTE at:  
(800) 540-0244 or (323) 357-1720.

**Pick ups are submitted only 1 business day in advance and all requests must be submitted before 3:30 pm.** (For a Monday pick up, please submit Friday before 3:30 pm.) Pick ups submitted after 3:30 pm are not guaranteed a next day pick up.

If you realize after finishing that you made a mistake, please do not submit another request. Please wait until you receive an email confirmation from CTE with a PDF attachment. Open your attachment and look at the dispatch number, then call or fax CTE your correction and refer to your dispatch number. **No emails please.**

**If you do not get a confirmation within 30 minutes, please call CTE before 3:30 pm that same day. No emails please.**

**You are expected to review your PDF attachment to ensure your pick up has no problems like: underweight shipments, bad po numbers, wrong cubic feet, etc.**

If you submit just before 3:30 pm, please give CTE time to process it, but call CTE that day before 4 pm if you don't receive an email confirmation.




**Please read the instructions on CTE's routing portal for Hautelook pos destined for DC 569.**

To start, go to [www.cteinc.net](http://www.cteinc.net)

Click the **Pick-Up Request** link. (Highlighted in yellow for emphasis)



You will see the log in screen as below.



### CTE PICK-UP REQUEST LOGIN

Please Enter Your ID And Password

Type Your User ID:

Type Your Password:

[Download instructions to place pick-up request online](#)

[Download instructions to place Nordstrom Canada pick-up request online.](#)

Enter your ID and password as one continuous stream – no spaces. Click submit (or press Enter) to log in. Links to routing instructions for Nordstrom Canada and Domestic (which includes Hautelook) are beneath the login area.




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

How can I schedule a pick-up or delivery? [INSTRUCTIONS FOR US & CANADA]

Please route all pick-ups through our website. Click [here](#) for instructions.  
Click [here](#) for Nordstrom Canada special routing instructions.  
Please e-mail your Commercial Invoice to [nord868@cteinc.net](mailto:nord868@cteinc.net).  
For deliveries, call CTE’s customer service department or fax your request using our available forms below.

Once you have logged in, the landing page shows your company's information (company name, address, phone number, contact and email addresses).

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



[\[Home\]](#) [\[Log Out\]](#)

### CTE WEB-APPLICATION

**Please complete your pick up request before 3:30 pm to secure a next business day pick up**




Login As: 3233571720	Email:	
Vendor: CTE CAIES	charles@cteinc.com	<input type="button" value="Edit"/>
Address: 2610 WISCONSIN AVE , 90280	philippe@cteinc.net	<input type="button" value="Edit"/>
Fax: 3233571724	yakov@cteinc.net	<input type="button" value="Edit"/>
Phone: 3233571720	philippe@cteinc.net	<input type="button" value="Edit"/>
Contact: john t ext 403	getlucn@hotmail.com	<input type="button" value="Edit"/>
	janice@cteinc.net	<input type="button" value="Edit"/>
	charles@cteinc.com	<input type="button" value="Edit"/>

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

Note: If you need to change a contact name or revise/add an email, go to page 13 and read **Change Your Company Profile**.

If the information is correct, Click **Pick up Request** button to start.

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

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### PICK UP REQUEST INFORMATION

Please click [here](#) to verify all Hautelook pos for DC 569. If your DC 569 Hautelook po is not [here](#), email [hlp@cteinc.net](mailto:hlp@cteinc.net) immediately.

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

NORDSTROM RACK DC 881 = NORDSTROM FC568/569

HAUTELOOK DC 562 = NORDSTROM FC568/569 [Verify Haute PO#](#)

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"/>

Click the **Consignee** box and a list of DC's will appear. 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**. If don't have it at the time of pick up, please make sure it's on the bill of lading.

**Northern California shippers:** please select **NORDSTROM SF** for **DC's 399 and 499**.

**For Hautelook purchase order numbers, please enter the alphanumeric po only as one continuous stream or it will be rejected. Do not type "PO -" then the po number in the po column. No spaces between the letters and numbers. Hautelook po numbers should look like this: HL258151 or N1521321.**

**Please read the instructions there for Hautelook pos and DC 569!**

### PICK UP REQUEST INFORMATION

Please complete your pick up request before 3:30 pm to secure a next business day pick up

Consignee: HAUTELOOK 879 HA0879 B/L#  Reference#/SRR#

Copy From Excel

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"/>

More PO

**NORDSTROM CANADA** is DC 868. Please read CTE’s Canada instructions if you have not shipped to Canada before.

Please list all weights in lbs.

After selecting the Consignee, there are two ways to enter information.

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

**Typing:**

Type each item in each box provided.

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

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

**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:

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

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

**All boxes will clear** (refresh). **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's what you 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 appear. Enter the cartons, weight and cubic feet.
- Repeat the process for each DC.

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

Once you have finished the last Consignee, click "Done/Finish."  
Skip to Page 8 – Date/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 3:30 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 copying from Excel, **copy the numbers only, in this order:**

Purchase order number, total cartons per po number, total weight per po number, total cubic feet per po number.

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 you paste, it should look like this:

**PICK UP REQUEST INFORMATION**

Please complete your pick up request before 3:30 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 ==>

40551247	24	100	80
43052920	1	22	3
43177894	23	150	80
43177897	6	90	21
43210073	25	125	80

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

**PICK UP REQUEST INFORMATION**

Please complete your pick up request before 3:30 pm to secure a next business day pick up

Consignee:  B/L#  Reference#/SRR#

PO	Carton	Weight - lbs	Cubic
<input type="text" value="40551247"/>	<input type="text" value="24"/>	<input type="text" value="100"/>	<input type="text" value="80"/>
<input type="text" value="43052920"/>	<input type="text" value="1"/>	<input type="text" value="22"/>	<input type="text" value="3"/>
<input type="text" value="43177894"/>	<input type="text" value="23"/>	<input type="text" value="150"/>	<input type="text" value="80"/>
<input type="text" value="43177897"/>	<input type="text" value="6"/>	<input type="text" value="90"/>	<input type="text" value="21"/>
<input type="text" value="43210073"/>	<input type="text" value="25"/>	<input type="text" value="125"/>	<input type="text" value="80"/>

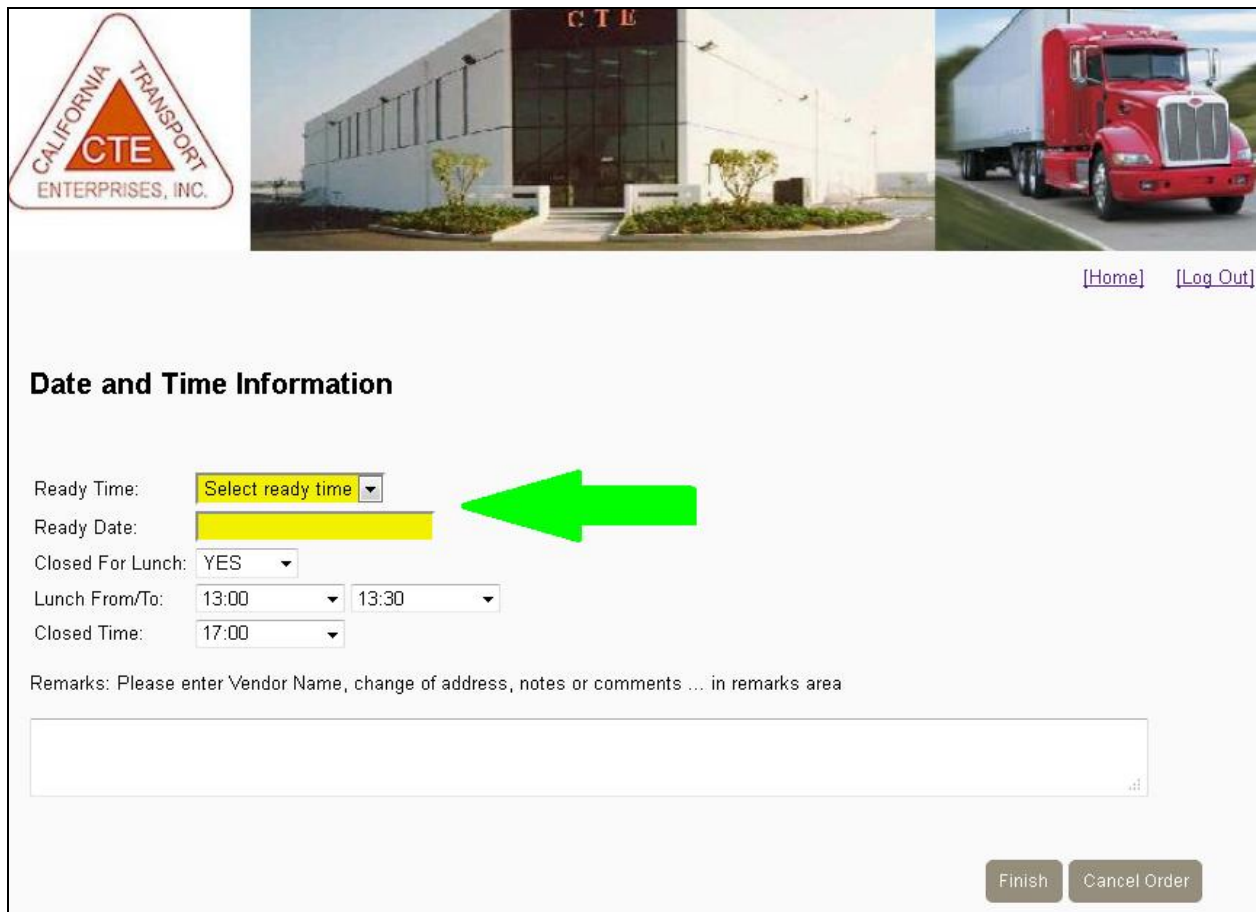
**If you have more Consignees to submit, click “Continue/Next Bill.”**  
(If you have 3 Consignees, you will do this process 3 times.)



**If you enter multiple Consignees, they will show 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:



[\[Home\]](#) [\[Log Out\]](#)

### 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 24 hours in advance. A pick up on Monday must be submitted Friday.**

For “Ready Time” please use military time for the afternoon. So 1 pm = 1300 hours (12+1). 2 pm=1400 (12+2). 3 pm=1500. 4 pm=1600. There are ready times for each area. If you don’t know your ready time, call CTE.

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

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

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

**If you don't give all the information, the system will not accept your pick up.**

Use the REMARKS box for information like: vendor name (Nike, Puma, Guess), dimensions of your largest box (in inches), dock doors, number of pallets, etc.

If you are shipping multiple vendor/accounts (Puma and Nike), each account must have 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>	<b>41</b>	<b>570</b>	<b>205</b>			<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>	<b>21</b>	<b>210</b>	<b>42</b>	<b>123456</b>	<b>12345678901234567</b>	<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"/>	<input type="text"/>	<input type="text"/>	Save Cancel

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

**3. 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 CF

14107561	16	87	80	<input type="button" value="Edit"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Save"/> <input type="button" value="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 complete your pick up request before 3:30 pm to secure a next business day pick up

Consignee:  B/L#  Reference#/SRR#

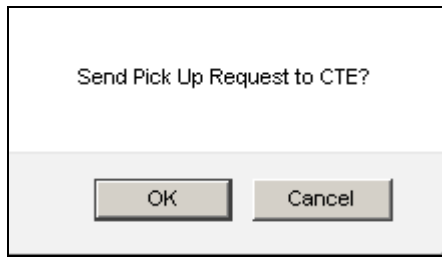
PO	Carton	Weight - lbs	Cubic
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>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

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.

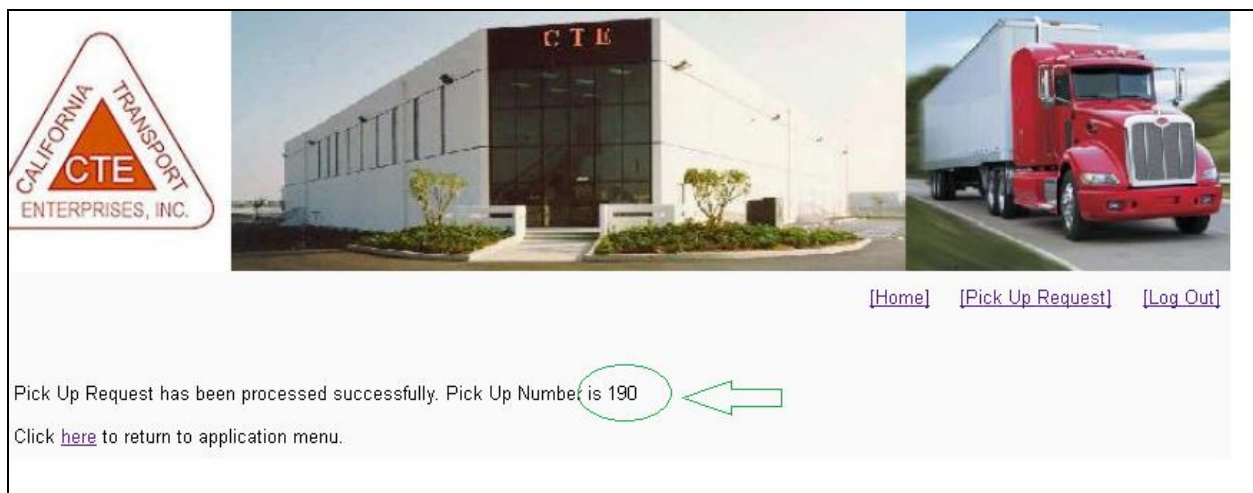
Once you are happy with the information on the summary page, click the button [Finish]. A small window pops up confirming you are ready to send this pick up request to CTE.



Click the button [Ok].

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

The next page will show your pick up request number. This means your pick up is done and the information is being sent to CTE.



\*\* Click the button [Log Out] to leave the CTE Pick Up Request page.

Please Log Out to make sure your browser clears the information in its memory.

**If you do not get an email confirmation with a PDF attachment within 30 minutes, call CTE. No emails please.**

**Please review the PDF attachment for notes about your pick up – such as bad po numbers, underweight shipments, corrected ready time, etc.**

**If something is not correct please call or fax the correction.  
No emails please! Do not resubmit your pick up!**

**The fax number is (323) 357-1724. Please refer to your dispatch number. Do not submit another web request to make additions, corrections, etc.**

## Change your company profile

When you first logged in, the landing page displays your company information. We added [Edit](#) functions so you can change or add information.

**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 for this pick up only. **Permanent changes must be emailed to CTE.**

**CTE WEB-APPLICATION**

Please complete your pick up request before 3:30 pm to secure a next business day pick up

<p>Login As: 3233571720</p> <p>Vendor: CTE CAIES</p> <p>Address: 2610 WISCONSIN AVE , 90280</p> <p>Fax: 3233571724</p> <p>Phone: 3233571720</p> <p>Contact: <input style="background-color: yellow;" type="text" value="john t ext 403"/> <span style="margin-left: 20px;"><a href="#">Save</a> <a href="#">Cancel</a></span></p> <p style="color: red; font-size: small;">If you have changed your phone number or your address, do not submit a pick up. Please call CTE immediately</p>	<p>Email:</p> <p>charles@cteinc.com <a href="#">Edit</a></p> <p>philippe@cteinc.net <a href="#">Edit</a></p> <p>yakov@cteinc.net <a href="#">Edit</a></p> <p>philippe@cteinc.net <a href="#">Edit</a></p> <p>getlucn@hotmail.com <a href="#">Edit</a></p> <p>janice@cteinc.net <a href="#">Edit</a></p> <p>charles@cteinc.com <a href="#">Edit</a></p> <p style="text-align: right;"><a href="#">Add Email Address</a></p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**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 for this pick up **only**. **Please email permanent address changes to CTE.**

Email:

charles@cteinc.net [Edit](#)

[Save](#) [Remove](#) [Cancel](#)

[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 for this pick up **only**.

processed next day

Email:

charles@cteinc.net [Edit](#)

mike.sanchez@cte.com [Edit](#)

Email:  [Save](#) [Cancel](#)

