

Online Pickup Requests

Ballard Designs

Frontgate / Cinmar

Garnet Hill

Drop-Ship Vendors

Via Bekins

Online Pickup Request – Drop Ship Vendors
Ballard Designs, Frontgate / Cinmar, Garnet Hill
Via Bekins

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Step 1 – Get an Online Account

Contact Starck Van Lines for an account number. Send an e-mail to operations-admin@stackvan.com. Include vendor name, default pickup address, contact name and phone number. Account number and password will be sent back via reply e-mail typically within 1 business day.

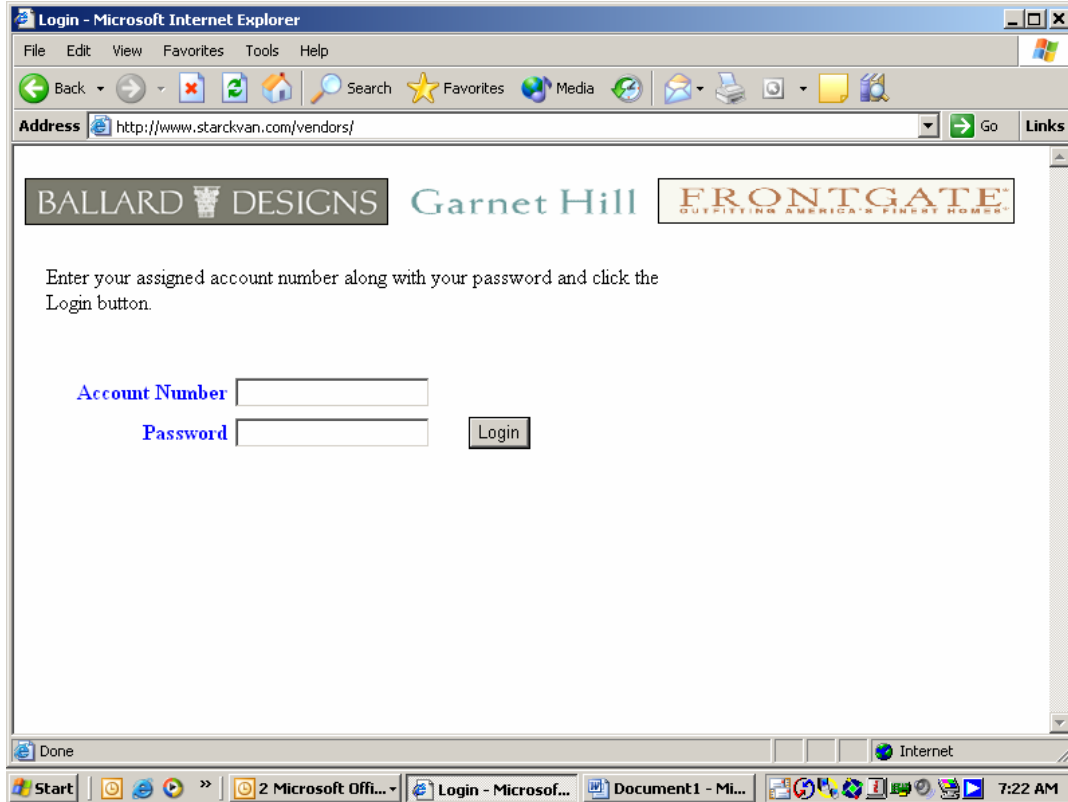
Step 2 – Submit a Pickup Request

Once you have 1 or more Ballard Designs, Frontgate/Cinmar, or Garnet Hill shipments ready for pickup, use an internet connection to log into:

<http://www.starckvan.com/vendors>

Submitting a Pickup Request – Screen Shots

Login Screen – Part 1



Enter account number and password as assigned by Bekins.

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Login Screen – Part 2



Select Submit Pickup Request(s) and click Continue

Entering a Pickup Request

Each request represents one order, however multiple orders may be entered at a time. Vendor-specific information such as pickup address will be pre-populated to speed the process.

See screen examples and general information below.

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Section 1: Order Details

Section 2: Pickup and Delivery Address

order - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail Print Mail Print Mail

Address <http://www.starckvan.com/nettrack/orders/vendorweborder.aspx> Go Links

BALLARD DESIGNS Garnet Hill FRONTGATE
OUTFITTING AMERICA'S FINEST HOMES

This form is to be completed for each customer order when the entire order is ready for pickup. Please be advised that this order will be registered for pickup as soon as you click the Submit button. [Print](#)

All fields with an asterisk are required.

Order Details

Entered by* (your name)
Order Number* (number on the order from Ballard, Frontgate or Garnet Hill)
Vendor PO # (vendor reference number, optional)

Pickup Address **Delivery Address**

Shipper* Customer name*
Street* Delivery contact (if not customer)
City* Street address 1*
State/Province* Street address 2
Zip code* City*

Done Internet

Start 2 Microsoft Offi... order - Microsof... Document1 - Mi... 9:06 AM

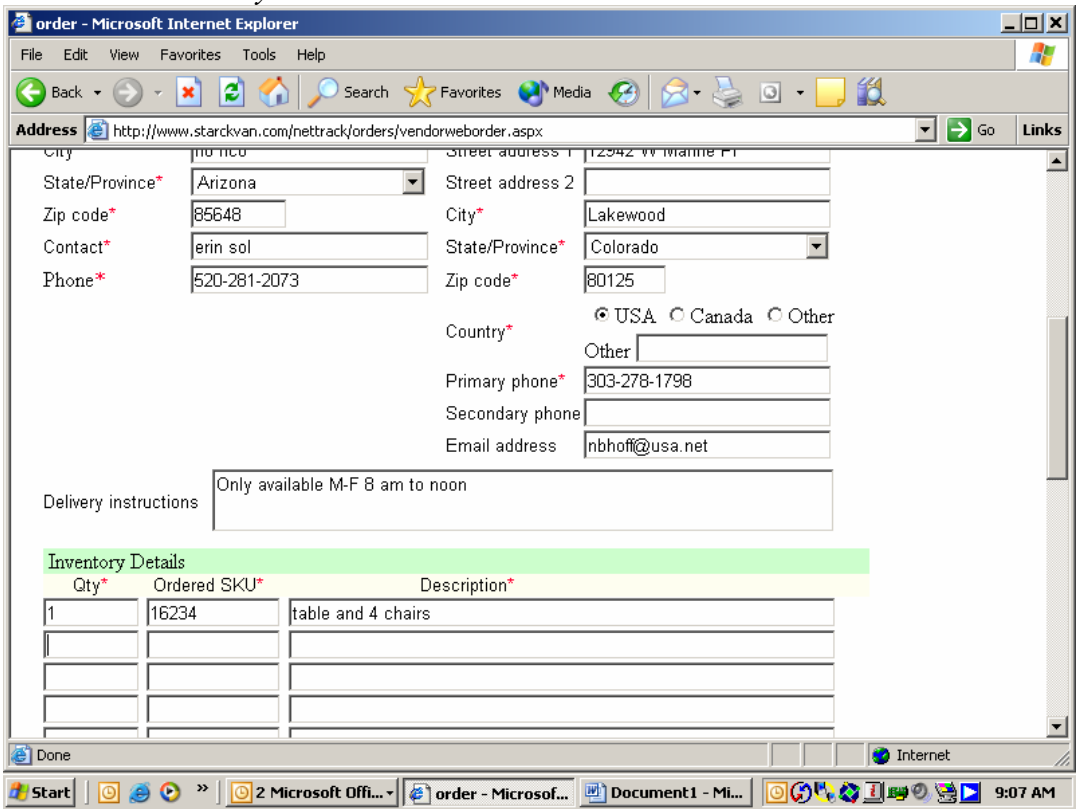
FYI

- The Pickup address is pre-populated with the information submitted when you were assigned an online account.
- The Delivery address and instructions come from the order as sent by Ballard Designs, Frontgate / Cinmar, or Garnet Hill.

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Section 3: Inventory Details

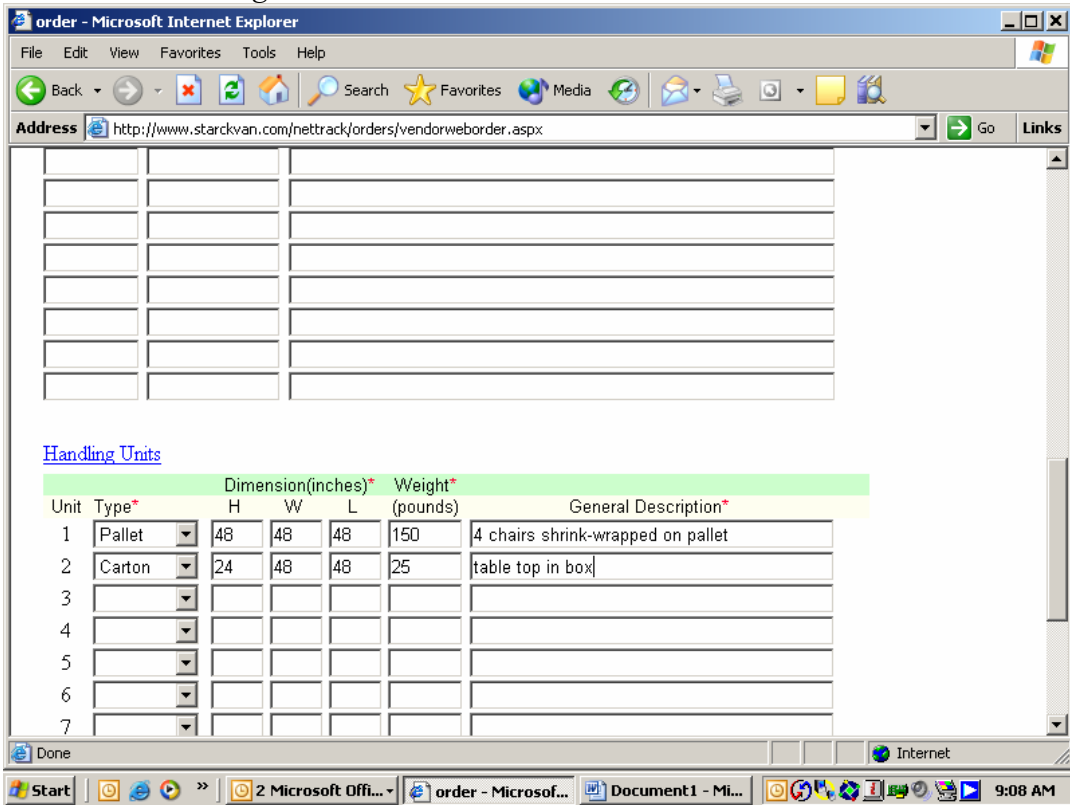


FYI

- The Inventory information represents information as submitted on the purchase order

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Section 4: Handling Units



FYI

- Handling units represent the physical description of the order as it is prepped for shipment.
- This is the information to be used by Bekins agents in planning the proper space in their pickup trailers.

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Section 5: Info

The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying <http://www.starckvan.com/nettrack/orders/vendorweborder.aspx>. The main content area contains a form with the following structure:

Unit	Type*	Dimension(inches)*			Weight* (pounds)	General Description*
		H	W	L		
1	Pallet	48	48	48	150	4 chairs shrink-wrapped on pallet
2	Carton	24	48	48	25	table top in box
3						
4						
5						
6						
7						
8						
9						
10						

Below the table is an 'Info' section with a text input field containing the email addresses: `tclement@ccsginc.com; chrisabrams@ccsginc.com`. A note below the field reads: "To send a confirmation to multiple recipients, separate each email by a semi-colon. ie. orderconfirmation@company.com;john@yahoo.com;". A "Submit Pickup Request" button is located at the bottom of the form.

FYI

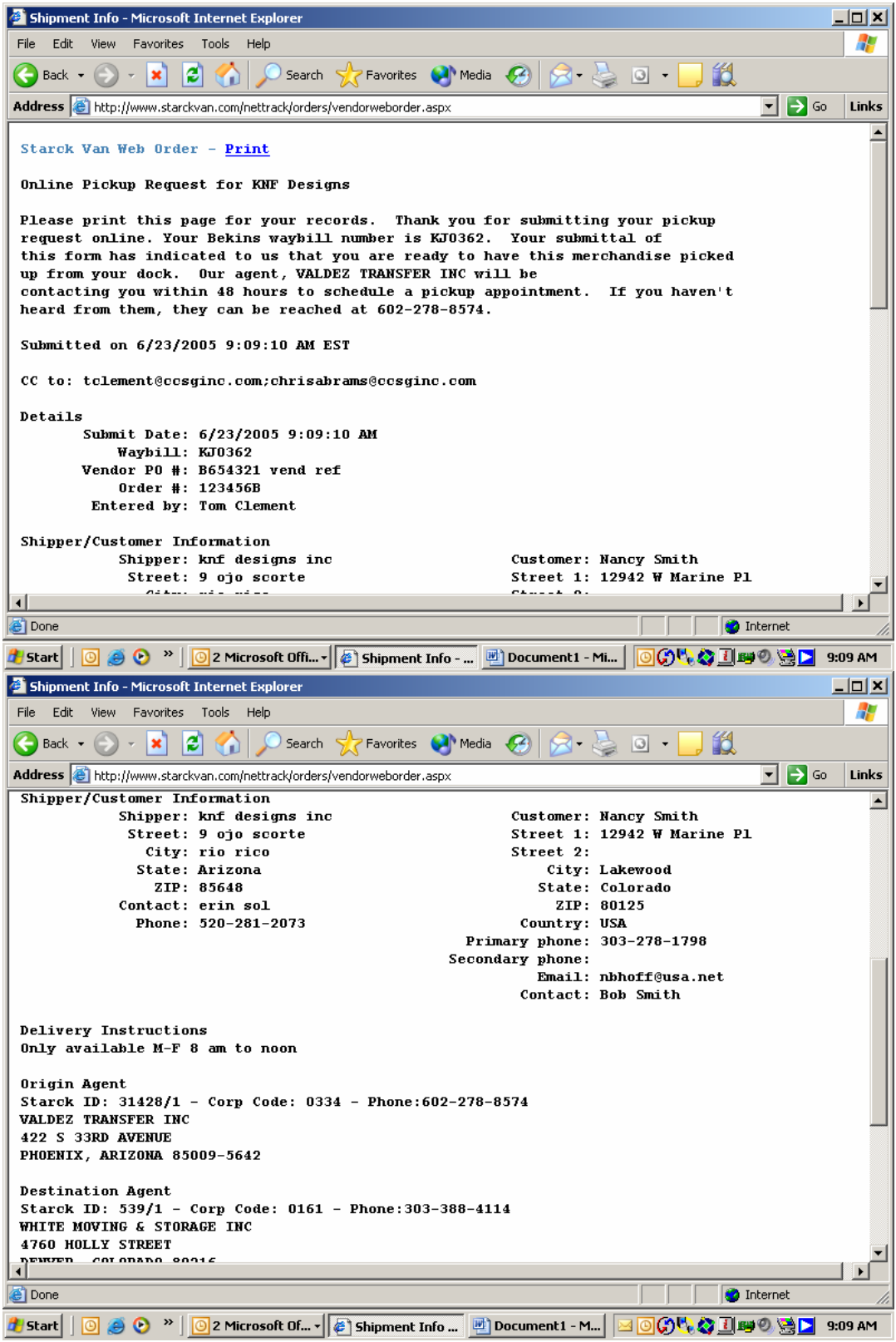
- This is a box where you can enter any number of e-mail addresses who should receive an e-mail confirmation of the pickup request.
- Bekins will automatically receive the submitted request: you do not need to include their e-mail address.
- Contact your planner to understand any e-mail addresses they wish for you to include.

Once the Submit Pickup Request button is clicked, assuming all required information has been entered, three things happen:

1. The user will see a confirmation page showing all the information they entered. They may print this for their records. See sample Confirmation Page below.
2. The pickup request will be sent electronically to Bekins for dispatching.
3. The confirmation e-mail is sent to any e-mail addresses entered in the Info box. See sample Confirmation E-mail below.

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Confirmation Page Sample



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Shipment Info - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <http://www.starckvan.com/nettrack/orders/vendorweborder.aspx> Go Links

422 S 33RD AVENUE
PHOENIX, ARIZONA 85009-5642

Destination Agent
Starck ID: 539/1 - Corp Code: 0161 - Phone:303-388-4114
WHITE MOVING & STORAGE INC
4760 HOLLY STREET
DENVER, COLORADO 80216

Inventory Information

Qty	Item	Description
1	16234	table and 4 chairs

Handling Units Information

Unit	Type	H/W/L	Weight	Cube	Description
1	Pallet	48x48x48	150	448	4 chairs shrink-wrapped on pallet
2	Carton	48x48x24	25	224	table top in box

Total Weight: 175
Total Cubic Weight: 672
Total Handling Units: 2

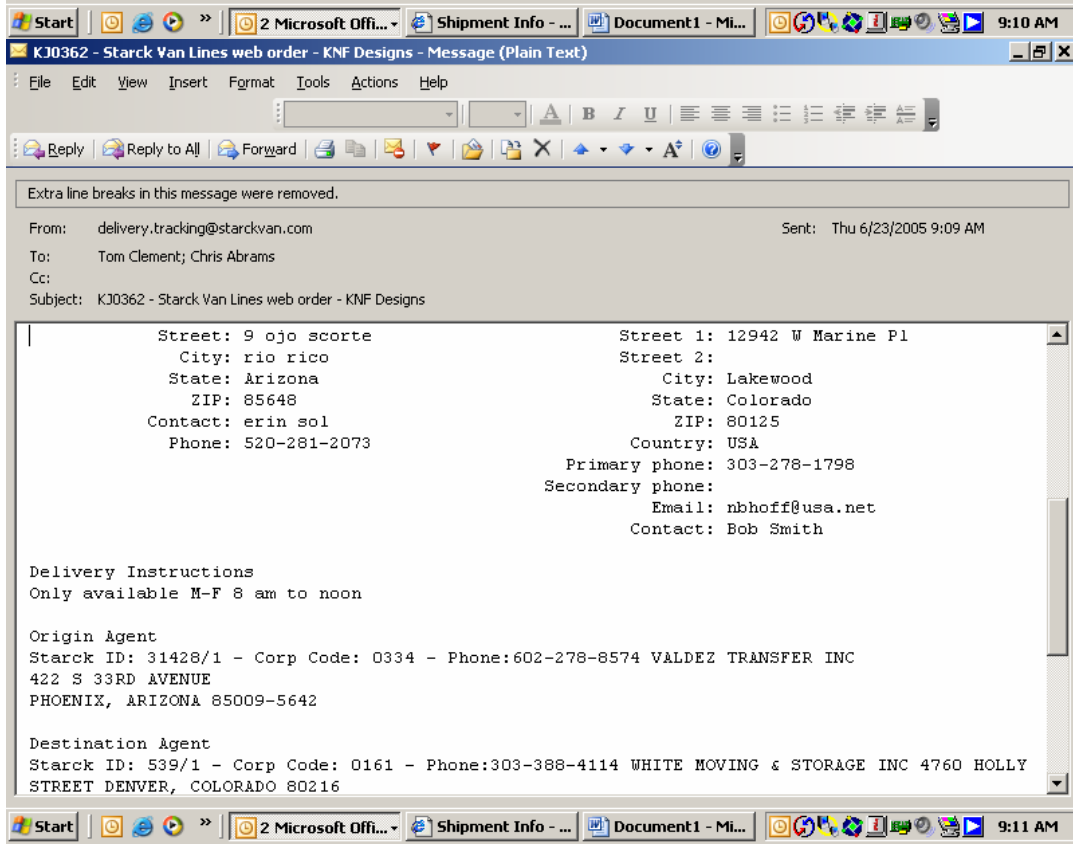
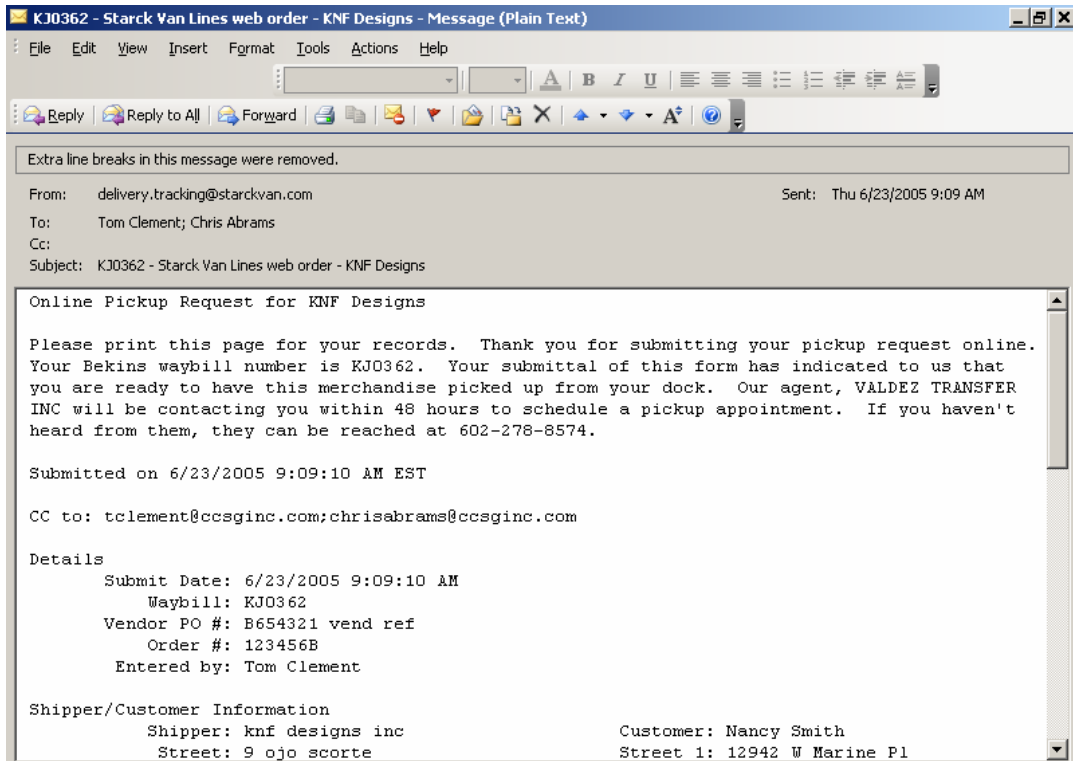
[Click here to continue entering orders.](#)
[Click here to exit and close the browser.](#)

Done Internet

Start 2 Microsoft Of... Shipment Info ... Document1 - M... 9:10 AM

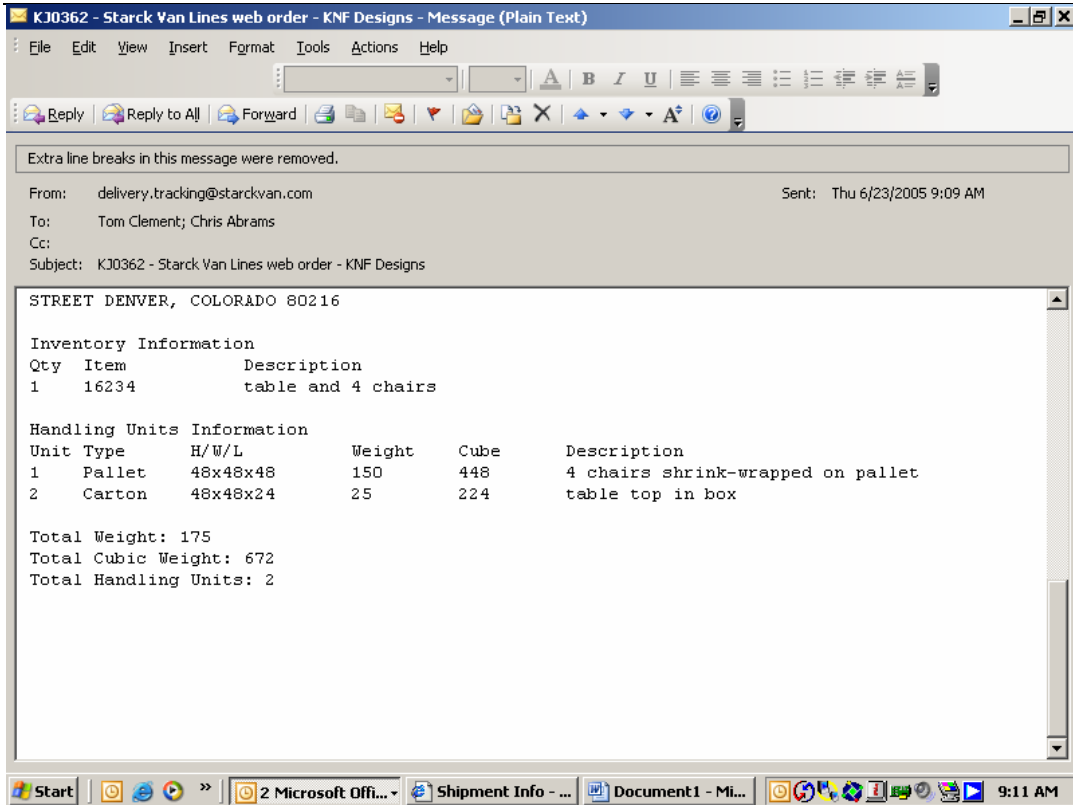
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E-mail Confirmation Sample



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Step 3 – The Pickup

The designated local Bekins agent will contact you to confirm pickup of eligible orders using the information you have provided.

Service Expectation

During the account setup process, each vendor will be assigned to one of the following types of pickup arrangements. Seasonal volume may cause changes to pickup arrangements – this will be discussed with each vendor as appropriate.

For vendors with regularly scheduled pickups . . .

(i.e., weekly, bi-weekly), any pickup request submitted up to 2 business days prior to the scheduled pickup will be included in that pickup.

Example:

If your regular pickup schedule is Thursday, any pickup requests submitted by end of business on Tuesday will be included in the pickup agent's load planning for Thursday pickup.

Exceptions: for pickup requests of orders within 2 business days of the pickup, enter the pickup request and contact your local pickup agent with the assigned waybill number (from the online or e-mail pickup confirmation) and shipment characteristics. Note that

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there may be a delay of up to 24 hours between a pickup request being submitted and that same pickup request being transmitted to the appropriate local pickup agent.

For vendors with volume-based pickups . . .

(e.g., 10 orders), a pickup will be made within 2 business days of the volume being reached based on submitted pickup requests.

For vendors with no pre-arranged pickup rules . . .

the local pickup agent will call within 2 business days to arrange pickup.