MercuryGate FAQ

Sept 2020

What is MercuryGate?

MercuryGate is Tuesday Morning's new Transportation Management System (TMS) that was implemented on January 27th, 2020. MercuryGate replaced our previous TMS, ATOM.

Like ATOM, MercuryGate is a web-based system that our supplier and carrier partners will be able to access from anywhere. One of the main benefits of the transition to MercuryGate is increased visibility for our supplier partners into the status of their shipments. One example is that suppliers will now receive an email notification once their shipment has been scheduled with a carrier. Additionally, MercuryGate will allow us to better communicate with our partners through a News & Information section that can be updated in real time.

Link to MercuryGate: https://tuesdaymorning.mercurygate.net/MercuryGate/login/spLogin.jsp

How do I log in to MercuryGate?

New Vendors will receive their login and password after being issued their first PO. For existing vendors, your username will be your 5 character Vendor ID (one Letter + four digits). If you do not know your Vendor ID, it can be found on your Tuesday Morning Purchase Order worksheets you've received from us.

The first time you log in please use the following:

User ID: (Vendor ID#, please note the letter should be capitalized)
Password: password (all lowercase)

You will be prompted to change this password once you do log in.

If the above doesn't work, please contact TMSVendors@tuesdaymorning.com or 972-934-7191 to have your password manually reset.

Notes on logging in:

- There will only be one User ID issued per vendor.
- If you have multiple people in your organization responsible for routing, you will be responsible for ensuring all users have the same information. Resetting the password will reset it for all users.
- If you are responsible for routing shipments for multiple Vendors, each one will have a unique login.

Where can I find training materials on MercuryGate?

A user's guide for MercuryGate can be found on https://www.tuesdaymorningvendors.com/ . In the middle column under Tuesday Morning Links, you will see MercuryGate – Transportation Management System Instructions.

You have the option to follow this link to watch training videos on how to use MercuryGate:

https://envistacorp.zoom.us/rec/share/4OVYLZjK9FNITomTt131VP4AHN_MT6a8h3NK-fsPxUo-hhLacYt-U_8ylldSvo_f

This link is also available in the News and Information section in MercuryGate in the left-hand box once you login.

Will all of my shipping locations be available in MercuryGate?

Any locations set up in the legacy system ATOM have been automatically set up in MercuryGate for you. For new vendors, locations you provided us during the Vendor onboarding process will be loaded prior to the date you need to release your order.

Going forward, you will be able to enter new addresses during the routing process. **Please note that these are only valid for the shipment you are working on and are not stored in MercuryGate for future use.** If you need an address permanently added to your profile (available to select on the "Select Location" screen), you will need to contact Tuesday Morning to add it to your profile.

Please send the following information to TMSVendors@tuesdaymorning.com:

Your User ID
Location Name (if different than company name)
Full Address
Contact Name, email, and Phone number for that location

How do I change the address I'm shipping from if it's not the one that auto populates?
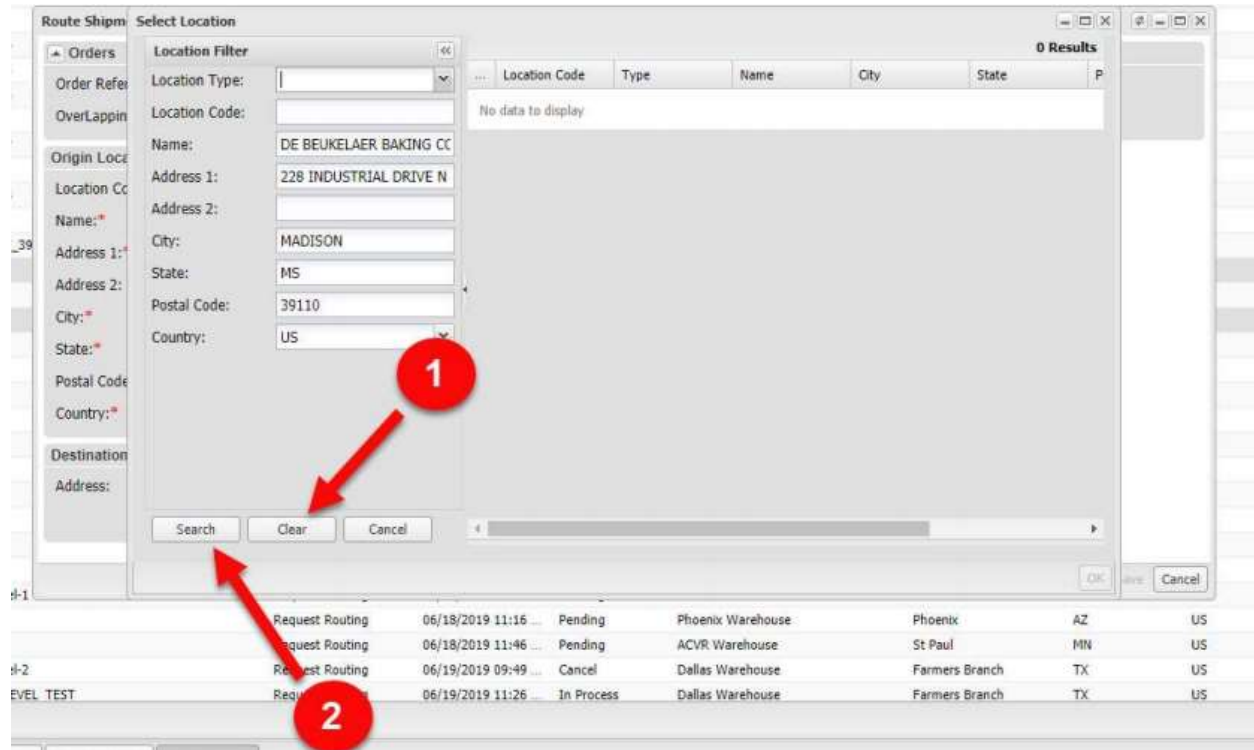
If the address that pops up is not the address you're needing to ship from, click the Location Code magnifying glass icon:
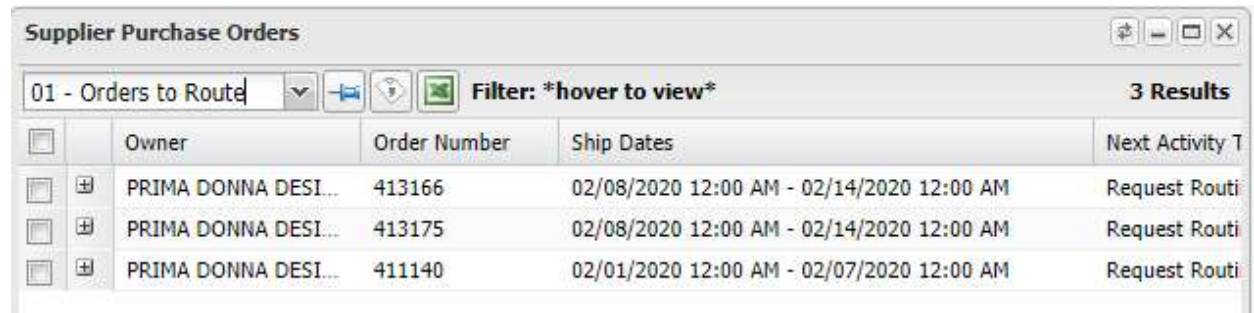
Next, click the Clear button. Then the Search button:

You should see your shipping address listed. Click the radio button next to the address you want and click OK.

I don't see the PO I want to route/Where can I find my PO?

Your POs are viewable in the window "Supplier Purchase Orders" which should be in the center of the screen when you log in. Use the drop-down to select "01-Orders to Route" to see POs that have a ship date within the next 14 days:

To see all your POs, including those with future ship dates, select "Unreleased PO report" from the drop-down:

		Order Number	Ref: Buyer Name	Ref: Customer Acct	Origin Name
Supplier Purchase Orders					
Unreleased PO report			**Filter:** Act Stat: Request Routing = Pending; Status <>		
☐	⊞	411140	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	414289	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	414290	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	414291	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	413166	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	413169	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	413170	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	413175	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	413187	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	413188	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	413192	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	414042	CATHY SAINZ	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	413168	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.
☐	⊞	413186	MELISSA CAME...	TM_P0597	PRIMA DONNA DESIGNS, INC.

Notes on POs:

- You can release future POs early from the "Unreleased PO report." Please do not release any shipment before it is ready for pick up. Releasing early does not guarantee early pickup. Pickups will be made based on the ship window for the PO.
- If you don't see a specific PO in either report, please email the PO number to TMSVendors@tuesdaymorning.com and someone will research and correct.

What do the dates in MercuryGate mean?/Am I able to request a specific pick up date?

Two dates are displayed on the Location Selection screen in MercuryGate:

Early Date:*	03/14/2020 12:00 AM
Late Date:	03/20/2020 12:00 AM

These values correspond to dates from your Purchase Order and will default these dates:

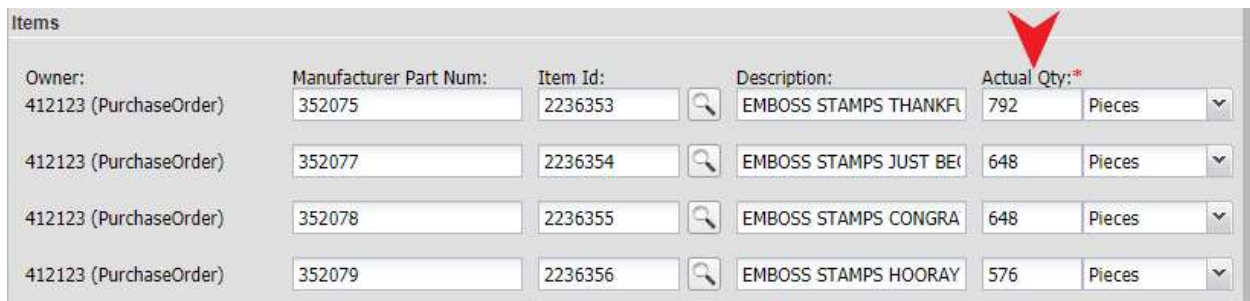*Early Date = Wednesday before the Start Ship Date*

Late Date = Friday before the Start Ship Date

Tuesday Morning's policy is that shipments need to be routed 48 hours prior to the Start Ship Date, but no later than the Start Ship Date itself. Therefore the system will prevent you from entering an Early Date after the PO's Start Ship Date.

Please note that the Early Date is also considered the "Ready Date" for the shipment and you have the ability to change this from the default value. The Ready Date is the first date that the merchandise is available for pickup. It is **not** a requested pickup date. Tuesday Morning uses this date to schedule your load, not the date that you entered the routing in MercuryGate.

Can I change the quantities I am shipping? How do I change quantities?

You do have the ability to change shipping quantities during the routing process. In the screen below, you would update the values in "Actual Qty"

MercuryGate will allow you to enter up to 5% greater than the ordered quantity; e.g. 105 units on a 100 unit order. If you are shipping more than 5% more than the ordered quantity, you will need to contact your Tuesday Morning Buyer to update the Purchase Order.

I made a mistake! How do I make a change to a routing?

Unfortunately users are not able to update or delete routings once they are submitted. You will need to contact us at TMSVendors@tuesdaymorning.com or 972-934-7191 to make the changes.

Please note that not all changes would require us to update the routing. For example, if the quantity of a single SKU is the only thing changing, we would not need to update what you had routed. Below is a list of items that would require an update to the routing. Please have the correct information ready when contacting us via email or phone.
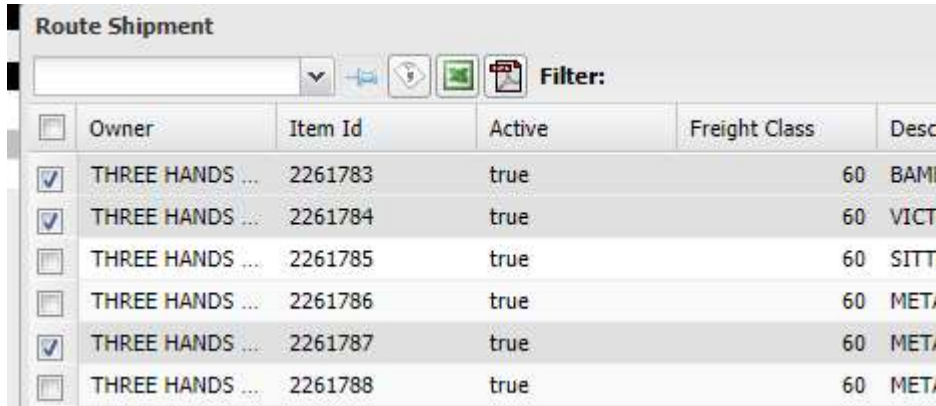
1. The Pickup Address.
2. Contact information (Name, email, Phone number).
3. Ship Unit Count – The total number of Pallets or total number of cartons (if floor loading only).
4. The total weight of the shipment
5. The total CUFT of the shipment.

Please be aware that if the Ship Unit Count changes, the total weight and total CUFT will also change.

How do I route a shipment too large for a single truck?
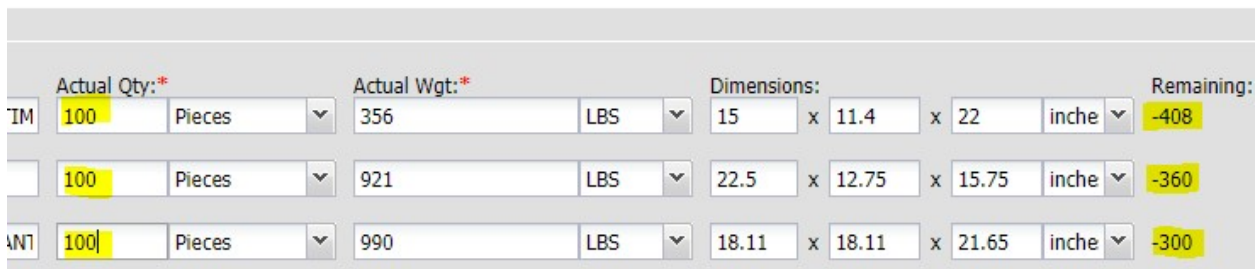
If your shipment is too large to fit on a single truck, you will need to route multiple times – once for each truck that you need to schedule. You can do this by only selecting the SKUs and quantities you will be putting on each load.

Example of only selecting specific SKUs:

Example of only shipping a specific quantity:

Please note that the quantity selection screen defaults to the full open quantity remaining on the order. Once you ship the full quantity ordered, you are no longer able to route that SKU again. In the examples above, this user would be able to create another pickup request for the full quantities of any SKUs not selected, and/or the remaining open quantities on the SKUs they did select.

How do I know if my shipment is greater than a single truck? How should I break the order up?

The maximum capacity of a truck is 3,500 CUFT, roughly equivalent to 24 to 26 standard, non-stackable pallets depending on how the truck is loaded. Product and pallet sizes may vary, so a full truckload on pallets can be as few as 20 pallets or as many as 30. Any load over 3,000 CUFT should be reviewed carefully to ensure that it will fit on a single truck. If you have doubts that the load will fit, please split it into multiple pickups.

If you do split a shipment into multiple pickups, we ask that you attempt to balance the size of the loads to make them as close to the same size as possible. Keeping the shipments the same size will allow us to plan all of the pickups more efficiently. Smaller loads will take longer to assign to a carrier. **Please note that Tuesday Morning is unable to guarantee that a split shipment will be picked up on the same day.**

What do I do if I have something that won't fit on the truck when it arrives?

If this occurs, please report it to us immediately. How this issue is resolved will depend on what caused the issue.

A previous stop overloaded the truck, leaving no space/less space for your shipment: Tuesday Morning will schedule a pickup of the remaining pallets/cartons.

Incorrect information was entered into MercuryGate, and the shipment needs more room than requested: Tuesday Morning will review the order and the routing before taking action. We reserve the right to cancel quantities if the amounts not picked up were due to a Vendor error. If we elect not to cancel the missed quantities, we will schedule another pickup. We are unable to expedite the pickup of the missed items, and Tuesday Morning is not responsible for any storage/holding fees incurred for the delayed pickup.

Why does "Prepaid" appear on the BOL? Are you still going to pay me for the goods?

The BOL has a section entitled "THIRD PARTY FREIGHT CHARGES BILL TO." Under the section titled "Freight Charge Terms," it lists the status as "Prepaid." Please see below:

THIRD PARTY FREIGHT CHARGES BILL TO	
Tuesday Morning Corporation	
Address:	6250 Lyndon B Johnson Fwy
City/State/Zip:	Dallas, TX 75240
PH/Email:	
Freight Charge Terms:	(Prepaid Unless Marked Otherwise) **Prepaid**
☐ (check box)	Master Bill of Lading: With attached Underlying Bills of Lading
ONS (DELIVERY/CARRIER)	

Please be aware that this refers only to Tuesday Morning's arrangement with our carrier. It does not have any bearing on the status of payment on our Purchase Order; all POs will be paid using the previously agreed upon payment terms. This also does not mean that you will need to make a payment to the carrier.

Has anything else changed about Tuesday Morning's transportation guidelines?

Please refer to www.TuesdayMorningVendors.com for the latest updates to our Transportation Guidelines. Any questions about these guidelines can be answered by our support team at TMSVendors@tuesdaymorning.com or 972-934-7191.