

HOUSE OF FRASER

NDC Concessions Scheme

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Introduction

In July 2007, HOUSE OF FRASER embarked on a business improvement project with its Warehousing and Logistics partner, DHL Supply Chain.

It was identified there was an opportunity to significantly improve the way Concession deliveries are handled and received into stores.

The aim of this project is to improve the efficiency and delivery process by consolidating Concession deliveries, applying benefits for both parties.

This document has been prepared to provide suppliers with an overview of procedures and to make them aware on the required standards when Concession merchandise is being collected / delivered into the HOUSE OF FRASER **N**ational **D**istribution **C**entre (NDC).

The purpose is to inform of the delivery criteria that will apply consistency and ensures the quality and safety of the product is being maintained during its various process and transit stages.

If you would like to discuss any of the points which have been covered off in this document or you have any further questions relating to the NDC Concession Scheme, please do not hesitate to contact Bill Warner on the contact details below.

NDC Concessions Team

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Booking Process:

A booking can be made verbally with a member of the Concessions team, or by E-Mail to, raterre@hof.co.uk, KDluzani@hof.co.uk

- With no less than 24hrs notice.
- When making a booking, the following information needs to be communicated:
 - Concession Name / Supplier
 - Approx, time and date of the delivery into the NDC
 - Number of Cartons / Sets / Pallets / Cages
 - Name of Carrier (*if applicable*)

Loading Process:

- All deliveries / collections over 20 cartons must be palletized.
- All cartons must be palletized on standard pallets measuring 1.0m x 1.2m, the contents of the pallet must be securely shrink wrapped.
- Maximum carton size 600 x 360 x 430mm
 - BDCMI 600 x 300 x 400mm
 - BDCM2 400 x 300 x 400mm
- Stock / Cartons must not overhang the pallet and the total height of the pallet must not exceed 1.8m or 6ft, this includes the pallet.
- All cartons must clearly define the Concession name / supplier and the store destination details.
- All cartons must be securely taped; all totes must be sealed using seals of the supplier's choice.
- Hanging merchandise must be individually over bagged by a polythene bag and sealed at the top and bottom, a further over bag must be applied to the set/s. Hanging sets must not exceed 8 units, this compliance will maximise the security and integrity of the product, and clearly labelled on the right side of the spine of the set.

Supplier Manifest:

- Each delivery / collection must have a supplier manifest, which must include the following information; this manifest will be supplied by the NDC Concessions team.
 - Concession supplier name
 - Date of delivery / collection
 - Booking reference
 - Completion of volumes in the columns stated cartons / sets / pallets / cages where applicable, against each related store destination.
 - Total summary, cartons / sets / pallets / cages (formulated).
 - Sender / Loader to print name & signature
 - Driver print name & signature
 - Vehicle seal number

- Upon completion of the vehicle being loaded the sender / loader must print and sign the supplier manifest.
- Once the sender / loader have signed the supplier manifest, the driver will add his name and signature to the document, signing the collection unchecked.
- The sender / loader must witness the stock being secured for transit, and then witness the vehicle being sealed by the means of electronic encrypted code, or other secured seal method, this number must then be recorded on the manifest.
- The sender / loader must then retain a copy of the manifest. The original must be forwarded with the delivery driver and Goods.
- All stock must be loaded in good condition and must be secured to ensure the quality, integrity and safety of the product is maintained during the transit and NDC process stages.
- The supplier manifest is a "POD"; proof of delivery, the information being applied to this document must be accurate.
- The Supplier manifest is designed to incorporate 4 transit types, cartons, sets, pallets and cages, if the sender / loader are forwarding boxed and hanging material the manifest must be completed by stating the volumes under each transit type.

NDC Preparation Process:

- When the NDC are in receipt of the collection / delivery, the stock will be directed to the Concessions processing area.
- The stock will then be checked at carton / set / pallet / cage level against the information applied to the supplier manifest by the supplier.
- All variances (*if any*) will be reported no later within 24hrs in receipt of the delivery / collection by the NDC Concessions team.
- All damages (*if any*) will be reported within 24hrs of receipt of the delivery / collection by the NDC Concessions team.
- The stock will then be made available for the despatch process.
- A "POD" will then be raised via the Concession access database to be supplied with the merchandise for onward delivery to store.
- Each individual Concession supplier will have there stock flagged as a load priority, this flagging mechanism will visually supply the loader and the store with the Concession supplier name to whom the merchandise refers to.
- All Concession related merchandise will be held in a segregated, defined work area, there will be no cross contamination with HoF related retail / wholesale merchandise.

NDC Loading Process:

- Concession merchandise being processed through the NDC has been defined as a business priority.
- The loader will collect there related "POD", check the information refers to the merchandise being loaded, then load the merchandise onto the back end of the vehicle.

- All Concession merchandise is loaded on the back end of each vehicle to ensure this is the 1st product to be unloaded when it arrives at the back of store, to be on the sales mat pre-11am.
- The vehicle is then sealed by the means of an electronic encrypted code.
- The "PODs" will then be collated with driver's paperwork, and handed to the transport team.
- The delivery is delivered to the related store in line with the NDC delivery schedule, the NDC operate 2 schedules per year, an "off peak" which is operational between the months of January to August, and a "high peak" between September and December.

Back of Store unloading process:

- When the vehicle arrives at the back of store, the Concession merchandise will be unloaded 1st, the in-store Concessions team will be notified of the arrival of there stock.
- The delivery will be confirmed with the attached "PODs" and signed accordingly.
- All variances (*if any*) must be reported to the NDC Concession team within 24hrs of receipt of the delivery.
- The Concession stock will then be fast tracked to the sales floor before 11am.

Collection (IBTs / ISTs / Recalls)

- The in-store concessions team or an agreed central contact will call a member of the NDC Concessions team to book a collection; this can be done verbally or by e-mail.
- The Concession will confirm the following information:
 - Number of cartons, sets, pallets or cages to be collected.
 - Concession Supplier name
 - Sending store of collection
 - Store or warehouse of return
 - Contact name of caller / arranger
- The NDC Concessions team will respond with a collection reference, e.g. CONS10055. This reference must be then applied to each transit unit; this will provide traceability when the stock arrives into the NDC, Concession supplier, or store of return.
- The in-store Concessions team must move the stock to the store loading bay and explain they have obtained the collection reference and the NDC will be collecting this merchandise, the loading bay team will then contact the NDC for the collection paperwork to be raised.
- The NDC will collect the Concession stock on the next available collection.
- The NDC will then arrange for onward distribution.

Carton / set label format, available on request
 Manifest, available on request
 Delivery Schedule, available on request
 Information pack, available on request