
HOUSE OF FRASER

FURNITURE HOME DELIVERY SUPPLIER PROCEDURE

A GUIDE FOR BULK STOCK & MTO SUPPLIERS

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1. SUPPLIER BOOKINGS INFORMATION

- All Supplier bookings should be made at least 2 days in advance of the delivery or collection time. Suppliers will call Home & Retail for a booking-in reference. Details of the order numbers to be delivered or collection ref must be provided 48 hours in advance.
- Booking slots will be available Monday to Friday. Please view the Appendix 1 for Home & Retail depots, addresses and contact details.
- Booking slots may be increased to meet demand by mutual agreement with Home & Retail.

1.1 Information required at point of booking

- Supplier name
- Purchase order numbers
- Requested delivery date/time
- Number of units & number of pieces
- Manifest details to be e-mailed to H&R Inbounds

1.2 Booking slot ref number

- Upon obtaining a successful booking slot, you will be issued with a unique booking slot code. This must be provided on the driver's paperwork when arriving at the warehouse.

1.3 Collections

- Suppliers must confirm that they will uplift any outstanding RTC. H&R will arrange booking ref with collection ref from Wirral/Tamworth Depot.

2. Delivery

2.1 Delivery problems:

- Driver running behind – Keep the warehouse informed. We will try to accommodate, but this is left at the Warehouse Managers discretion, based on operational considerations.
- Cancelled bookings – Please contact the booking line. We may be able to offer this slot to someone else

2.2 Driver's paperwork must contain:

- Booking slot code
- Purchase Order numbers
- HoF product description & LIN
- Carton unit quantity (product labels must show e.g.: 1 of 2, 2 of 2 relevant to that product)

2.3 Physical Delivery Requirements

All suppliers will deliver products to Home & Retail as per House of Fraser requirements:

- All products must be adequately packaged and labeled correctly as per the Supplier Manual or HOF guidelines
 - The correct mode of transport should be used to avoid toppling
e.g. Chairs should not be stacked on sofas
 - All items should have been restrained during transit – for example, blankets and straps should be used to avoid damage such as chipping, rubbing or breaking
 - The interior of the vehicle should be free of oil, grease and leaks.
 - The merchandise is to be presented upright except for beds, mattresses and on-end upholstery
 - Correctly completed delivery documentation to be included.
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- Home & Retail may reject any delivery not complying with House of Fraser Supplier Manual or guidelines.
 - The supplier delivery will be checked against the delivery paperwork to ensure the correct number of outers is on the vehicle.
 - Discrepancies to the delivery paperwork will be noted on the paperwork with a signed and stamped copy will be given to the driver as a POD. Stamp to be used by all Home & Retail depots.
A discrepancy is defined as either:
 - On load – not on manifest
 - Not on load – On manifest
 - Incorrect item received
 - Damaged item sent
 - Incomplete carton received
 - Incomplete order line received
 - Duplicate
 - Cancelled
 - Order not on system

Wherever possible all overs/ damages will be reloaded for return to Supplier

****Please Note - Any item that Home & Retail is unable to reject upon intake, will be issued with a unique returns Ref number and booked onto the H&R returns system. A rejection form detailing the fault / issue will be emailed to Supplier as well.***

The discrepancy will be e-mailed to the Supplier and written on the driver's paperwork as well. Any order rejected upon intake, that a supplier can not reload, will be held by Home & Retail at suppliers own risk. No responsibility will be accepted by House of Fraser for any damage or loss of these goods. Collection must be made within 7 working days

2.4 Rejections

- Home & Retail may reject any deliveries or orders that have not been booked in the correct manner or where a supplier declines to collect all of their collections at the same time.
- Home & Retail will carry out visual checks of all deliveries and reject products where necessary. Reasons for rejection include damage to packaging, suspicion of damage to product underneath packaging, cancelled orders, part orders, incorrect items or any product delivered without documentation. This list is not exhaustive.
- A report will be maintained of supplier compliance and passed onto House of Fraser Logistics Dept

2.5 Damages

- Photographic evidence of unsafe loads should be recorded where possible. Cameras to be located in each Home & Retail depots. Photographs of unsafe loads should be sent to the HOF Logistics department.
- If whilst unloading product/packaging is found to be damaged and, in Home & Retail's opinion, the condition of the goods is likely to be affected, goods will be refused and returned to the supplier immediately on the same vehicle.
 - If the first several items taken off the vehicle are damaged the whole load may be rejected.
- Supplier to agree responsibility for goods accepted as undamaged by Home & Retail but then found to be damaged inside intact packaging, and where Home & Retail could not reasonably be expected to have noticed damage, when delivered to customer.
- All booking and delivery refusals will be recorded, by reason code, and communicated to House of Fraser. House of Fraser will be responsible for addressing supplier non-compliance.
- Suppliers will be measured in the following areas of Performance:
 - Accuracy
 - Order fulfilment
 - Timing
 - Presentation
 - Ticketing
 - Quality of Product
 - Packaging
 - RTM Levels

3. Customer Delivery

3.1 Damage to Product at time of delivery /Faulty Goods

- If the packaging of the goods is damaged upon arrival at the Customer's home the Customer may refuse to accept delivery.
- If the customer has inspected the packaging, and signed for it as being intact, and the product is then found to be damaged underneath the packaging the rectification or replacement and compensation will be the responsibility of HOF.
- If the packaging is determined by the customer to be damaged at the point of delivery responsibility, other than for manufacturing fault, will lie with Home & Retail.
- If the packaging of the goods is damaged during the delivery the goods must be unwrapped and the product inspected. If the product is intact the customer should sign for the packaging as damaged but the product undamaged.

In the event of Product damage or a faulty product being identified at time of delivery:

- The delivery crew will phone the Home & Retail depot whilst at the delivery address to notify them of a House of Fraser customer with a faulty/damaged product
- The system will be updated with the relevant status code.
- A Debrief Return Form will be completed by the delivery crew and if wanted the customer can state the nature of the fault/damage
- Where the product is damaged the customer, not a member of the delivery crew, will state on the POD note whether the packaging was damaged or undamaged. Where customers refuse to sign the POD note it is the delivery crew's responsibility to make sure they make a note that the customer has refused to sign the POD.
- The delivery crew will obtain a customer/customer's representative signature on the POD and the Debrief Return Form with the name in block capitals clearly marking the POD that the product was faulty/damaged and is a "failed" delivery
- The depot team should inform the originating store, as soon as is reasonably practical, by telephone and e-mail confirmation.
- The customer will be left a copy of the customer return form and will be advised that originating store will be in contact
- Where Home & Retail have accepted liability for damaged product they will either agree a selling price with the store and credit House of Fraser with the cost value of the markdown or, dispose of the goods and reimburse House of Fraser the cost value. There will be no automatic return of damaged product to Stores.
- If the customer agrees to keep the faulty goods. The delivery crew will obtain a customer/customer's representative signature on the POD note with the name in block capitals clearly marking the POD note that the product was faulty/damaged and the customer accepts the product.

4. Return to Manufacturer (RTM/RTC)

- Suppliers will provide stores unique sanction numbers for all agreed returns.
- Debrief report will be sent from H&R Returns Team or Transport dept
- Home & Retail will have responsibility for ensuring that all RTM products are wrapped and stored in a manner to avoid further damage.
- RTC is created by Home & Retail from the debrief reports i.e. delivery POD or Ecomaster/FIRA report with the supplier's sanction number.
- Home & Retail are responsible for ensuring that the weekly RTC reports have correct debrief reports with sanction numbers for suppliers.
- All RTM products will be labelled with RTC ref number which will help suppliers and drivers when booking/collecting returns from H&R Wirral depots.
- Suppliers will be expected to collect RTMs within 7 days of being notified of availability on the weekly RTC reports. Stock held greater than 7 days will be referred to HOF Logistic Department for escalation to make contact with the supplier's Account Manager regarding outstanding collections.
- Suppliers will be expected to book all collections in advance and Home & Retail will ensure that booked RTM/RTC are available at the time of the delivery.
- The Supplier's driver collecting returns must present the RTC ref number to Home & Retail when checking in. If the driver refuses to collect returns due to supplier not updating the driver then Home & Retail will contact House of Fraser and may refuse the delivery.
- If Home & Retail refuses a collection (i.e. stock cannot be made available for collection by Supplier despite a booking) the supplier's collection note should be endorsed by Home & Retail as 'Goods not available'.
- All product(s) will be returned to Manufacturer with a copy of the signed RTC collection note
- Home & Retail will be liable for the condition of RTM product held in the depots. Any change in the condition of the goods from the time they are collected from the customer, as described on the RTC report, until collection by the supplier should be discussed between Home & Retail and the supplier.

APPENDIX 1 – Home & Retail Delivery Contacts

London Depot

Admin Offices Address

Address

Home & Retail - Head Office
Unit 43-47
Phoenix Distribution Park
Phoenix Way
Heston
TW5 9NB
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Customer Service **0208 759 0099**

Tamworth Depot

Address

Home & Retail
UNIT 51, Drayton Manor
Business Park,
Coleshill Road,
Fazeley,
Tamworth
B78 3XN
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Booking Contact **Paul Foster**

Telephone **0151 678 9369**

Email inbounds@homeandretail.co.uk

Wirral Depot

Address

Home & Retail
Unit 1
Champions Business Park
Arrowe Brock Road
Wirral
CH49 0UQ
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Returns Contact **Matt Richards**

Telephone **0151 678 9369**

Email hofreturns@homeandretail.co.uk