

# HOUSE OF FRASER

## Supplier Manual

**This Manual contains details of House of Fraser's standard terms and conditions of trade.**

**Suppliers must familiarise themselves with the contents of this Manual and ensure that its contents are passed to all relevant parties in their organisations.**

**This manual replaces all previous versions of Supplier Manual and the NDC Compliance Pack.**

**Please note that this Supplier Manual is updated from time-to-time. You may wish to review the Supplier Manual periodically at [www.hofsuppliers.co.uk/info/suppliermanual.html](http://www.hofsuppliers.co.uk/info/suppliermanual.html) in order to ensure you have the most recent version. Your continued acceptance of purchase orders from House of Fraser indicates your agreement to abide by the Supplier Manual and Terms and Conditions of Purchase. We will endeavour to ensure that you are informed of any changes as they occur. Please contact your usual House of Fraser contact immediately if you have any concerns as to any amendments made.**

# House of Fraser - Supplier Manual

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## **1. Executive Summary / Introduction**

This Supplier Manual has been compiled by House of Fraser Ltd to communicate to our Suppliers, the Terms & Conditions of Purchase as well as procedures that our Suppliers need to follow in order to make a compliant delivery to any store within the House of Fraser group.

This Manual also explains our Accounts, Import and Quality Assurance Procedures. Therefore all Suppliers should familiarise themselves with the whole document before they start making deliveries to House of Fraser. The Manual also enables our Suppliers to understand our operational position and work ethics.

The purpose of this Manual is to ensure that our operating policies are adhered to and that our Terms and Conditions of Purchase are clearly communicated to and understood by our Suppliers to our mutual advantage.

If the policies and procedures contained in this Manual are not adhered to, it may lead to delays in orders being received, deliveries being incorrectly processed and ultimately lead to lost sales.

All we ask for is for your co-operation and compliance with the business procedures detailed in this Manual to ensure that your goods reach our stores in a timely and efficient manner.

For the most up-to-date information about House of Fraser, please visit [www.houseoffraser.co.uk](http://www.houseoffraser.co.uk).

## 2. Terms and Conditions of Purchase

### TERMS AND CONDITIONS OF PURCHASE

#### HOUSE OF FRASER (STORES) LIMITED

Store Support Centre  
27 Baker Street, London, W1U 8AH  
☎ 020 7003 4000

Registered Office: Granite House, 31 Stockwell Street, Glasgow, G1 4RZ

Registered in Scotland No: 10677

VAT Registered No: 259 97 68 79

#### 2.1 Definitions

In these terms and conditions:

**“Authorised Representative”** means a director of the Company, or a buying director or a manager of the Company duly authorised by a director of the Company to deal with the Supplier in the ordinary course of business;

**“Business Day”** means any day which is not a Saturday, Sunday or a Bank Holiday in England and Wales under the Banking and Financial Dealings Act 1971 (as amended and replaced from time to time). A Business Day shall be deemed to begin at 9am and end at 5.30pm GMT or BST (if in force at the relevant time);

**“The Company”** means House of Fraser (Stores) Limited, or any company which is for the time being a parent company, a subsidiary undertaking or an associated undertaking thereof as defined in the Companies Act 1985;

**“Customer”** means a customer of the Company in relation to the Goods;

**“The Goods”** means the subject matter of an Order including (but not limited to) raw materials, finished or semi-finished materials or articles, machinery, parts, spares, commodities, and whether one or a number of items, whether or not identical or similar (including any such materials, articles and commodities supplied in connection with any Services performed by the Supplier for the Company pursuant to the Order);

**“NDC”** means the Company's National Distribution Centre at Park Farm Industrial Estate, Shaw Close, Wellingborough, NN8 6BN or such other address as notified by the Company to the Supplier from time to time;

**“Order”** means the Company's purchase order in respect of Goods or Services ordered issued to the Supplier either by electronic commerce or other comparable means as agreed between the parties or on the Company's official order form and duly signed by an Authorised Representative;

**“The Services”** means any work and/or services or any of them performed by the Supplier for the Company pursuant to an Order;

**“Store(s)”** means the premises from which the Company trades;

**“Supplier”** means any person, firm, company or other entity supplying Goods or Services to the Company and to whom an Order is addressed; and

**“Supplier Manual”** means the Company's supplier manual containing information and further trading terms and conditions provided to the Supplier, and all updates in respect of this provided by the Company to the Supplier from time to time.

The headings in these Terms and Conditions do not affect their interpretation:

## **2.2 Acceptance of Order**

- 2.2.1** Acceptance by the Supplier of an Order or other contract or agreement of the Company constitutes acceptance of these Terms and Conditions. These Terms and Conditions shall be deemed to incorporate the provisions of the Supplier Manual and any other communication regarding trading standards or Health and Safety requirements as communicated by the Company to the Supplier from time to time.
- 2.2.2** No Order, contract or agreement of the Company shall be subject to any other terms and conditions or to any modification of these Terms and Conditions unless an Authorised Representative expressly agrees in writing to accept some other term or condition or to modify or amend these terms and conditions.
- 2.2.3** The Company shall not be deemed to have accepted any such other terms and conditions or to have waived any of these Terms and Conditions by failing to object to provisions contained in any invoice or any other communication from the Supplier.
- 2.2.4** These Terms and Conditions prevail over any inconsistent terms or conditions contained or referred to in the Supplier's quotations or acceptance of an Order or correspondence or elsewhere or implied by trade custom, practice or course of dealing.

## **2.3 The Order**

- 2.3.1** Orders will be sent electronically to all suppliers; either via EDI or e-mail. Method to be agreed at the point of supplier set up.
- 2.3.2** Any verbal Order shall not be binding on the Company, even if given by an Authorised Representative.
- 2.3.3** The Company's name and address and the full Order number must appear on the Supplier's invoice, the Supplier's packing note, the nominated carrier's delivery advice, any other correspondence relating to the Order and on the outside of the carton containing the Goods. The Supplier's packing note must accompany the Goods delivered (unless the order is delivered via cross dock). Any Goods which do not carry this information may be refused by the Company.
- 2.3.4** The Supplier shall ensure that all necessary import licences and other governmental authorisations have been obtained and that all duties, imposts and taxes including any import duties have been satisfied prior to delivery of the Goods to the Company. The Supplier agrees on request to supply the

Company with any necessary declarations and documents stating the origin of the Goods.

## **2.4 Quality, Quantity and Description**

### **2.4.1** It is a condition of the Order that:

- a) the Goods meet the specifications referred to in the Order as to quantity, quality and description and other information or instructions specified or made known to the Supplier;
- b) the design construction and quality of the Goods will comply in all respects with any statutory rule or regulation in force of the time of delivery and with all applicable European and United Kingdom safety standards including British Standards, General Product Safety Regulations 2005, the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982;
- c) The Goods will be fit and suitable for the purpose intended by the Supplier, of satisfactory quality and of good material and workmanship and free from defect;
- d) The Supplier warrants that the provision of the Services will comply with any statutory rule or regulation which may be in force at the time the Services are provided; and
- e) The Services are provided in accordance with the terms of the Order and are executed with reasonable care, skill and diligence by properly qualified and experienced persons.

**2.4.2** The Supplier undertakes immediately to repair or replace, free of charge to the Company, any defective Goods or immediately to re-supply free of charge to the Company, any defective Services in either case notified to the Supplier within twelve (12) months (or any longer warranty period expressly agreed) from the date of receipt of the Goods or Services by the Company.

**2.4.3** The Supplier shall pass to the Company the benefit of any additional warranties secured from the Supplier's supplies.

### **2.4A Sustainability and Responsible Sourcing**

Our sustainability requirements for suppliers are defined in our Responsible Sourcing Policy and Responsible Sourcing Code of Conduct.

#### **Suppliers of Own-Bought/Wholesale Goods**

**2.4A1** You undertake, warrant and represent that:

- a) you will comply with Responsible Sourcing Policy and Responsible Sourcing Code of Conduct or, in the alternative, have your own policies that meet or exceed our Responsible Sourcing Policy and Responsible Sourcing Code of Conduct; and
- b) you will complete our Supplier Sustainability Questionnaire and that the answers shall, to the best of your knowledge, be true and accurate.

#### **Suppliers of House Brand Goods**

**2.4A2** You undertake, warrant and represent that:

- a) you will comply with our Responsible Sourcing Policy and Responsible Sourcing Code of Conduct; and



- b) you will complete our Supplier Sustainability Questionnaire and that the answers shall, to the best of your knowledge, be true and accurate.

### **Suppliers of Services**

#### **2.4A3** You undertake, warrant and represent that:

- a) you will comply with our Responsible Sourcing Policy and Responsible Sourcing Code of Conduct or, in the alternative, have your own policies that meet or exceed our Responsible Sourcing Policy and Responsible Sourcing Code of Conduct; and
- b) you will complete our Supplier Sustainability Questionnaire and that the answers shall, to the best of your knowledge, be true and accurate.

### **2.5 Inspection and Testing**

**2.5.1** The Company or its representative or agent may, upon giving reasonable notice to the Supplier, inspect or test the Goods or Services at the Supplier's works or at the works of any permitted sub-contractor or assignee. For this purpose, the Supplier will give the Company or any nominee of the Company, or otherwise arrange for, reasonable access to the Supplier's works or any such other works.

**2.5.2** If specified by the Company, the Supplier will give adequate notice of works tests which the Company is entitled to attend and will provide the Company with such test certificates as the Company or its Customers may reasonably require.

**2.5.3** Such inspection does not relieve the Supplier of any liability nor does it imply acceptance of the Goods or Services by the Company.

**2.5.4** The Company reserves the right at its option either to reject any Goods or Services in whole or in part (whether or not the same have been delivered to and accepted by the Company) or to cancel the Order or any part of the Order or to delay acceptance of the whole or any part of it without any further payment or charge for storage or delay in any of the following circumstances:

- a) failure by the Supplier to comply strictly with any description, specification, drawing or standard relating to Goods to be supplied or Services to be carried out; or
- b) If the Goods or Services fail to pass any inspection or test in accordance with these terms and conditions; or
- c) If the Supplier otherwise fails to comply in all respects with any of its obligations under these Terms and Conditions.

**2.5.5** The Supplier warrants that it will not employ children in the process of the manufacture, production and delivery of the Goods in contravention of any applicable laws, rules, regulations, interpretations of the law or administrative practices of any government department, agency or regulatory body in the territory in which the Goods are manufactured.

### **2.6 Delivery**

**2.6.1** All Goods must be properly packed to protect them before and during delivery and delivered carriage paid to the Company's premises in accordance with the Order or any relevant delivery instructions document, unless previously agreed otherwise in writing by an Authorised Representative. Packing instructions are contained in a further section of this Supplier Manual (for packing instructions please refer to module 6.1.11 B, C, D, E & F). The

Company accepts no liability for packing materials or cases unless previously agreed.

- 2.6.2** Goods delivered to the NDC or to a Store must be delivered to the official goods inward area at those premises and not to any buying or customer department at the Company's premises.
- 2.6.3** The Supplier shall deliver Goods between the delivery date and the cancellation date specified to it by the Company and/or in accordance with any schedule contained in the Order.
- 2.6.4** Goods delivered must be pre-booked by the Supplier or its agreed carrier and delivered to the Company at the time and date specified by the Company when a booking is confirmed with the Supplier or its agreed carrier. Unless otherwise agreed in writing, any time or period given for delivery, despatch, performance or completion shall be strictly complied with by the Supplier. The Supplier shall immediately notify the Company of any apprehended delay in delivery, despatch, completion or performance. The date for delivery of Goods may only be varied by an amendment to the original Order by an Authorised Representative or by the issuance of a new Order. The Supplier recognises that the Company in the ordinary course of its business contracts to purchase Goods on the basis of specific seasonal sales to defined customer groups identified by the Company suffering loss, wasted expense, loss of anticipated profits and damage to its reputation. Time is of the essence in the performance by the Supplier both of the Order and for delivery.
- 2.6.5** The Company reserves the right to reject goods or Services not delivered or performed on time and/or to cancel the whole or any part of the Order of which such Goods or Services form part and/or return any Goods already delivered irrespective of the cause of delay without prejudice on the Company's right to damages and any other remedies against the Supplier for breach of contract and without any liability of whatever nature on the Company.
- 2.6.6** In respect of Goods delivered directly to a Customer's address by the Supplier at the Company's request, the Supplier must provide to the ordering Store proof of delivery of the Goods in the form of the Supplier's delivery advice duly signed as accepted by the Customer.
- 2.6.7** The Goods delivered to the Company are to be in the manner specified in the Order and the Supplier's Manual (except where written agreement to vary is given by an Authorised Representative), such specification to include product packaging, ticketing and delivery information. Any Goods outside the Company's required specifications may be rejected by the Company or brought up to the specification standard at the Supplier's own expense
- 2.6.8** The Company reserves its right to cancel an Order in respect of Goods delivered which are not equal in every respect to the appropriate sample and/or identical with the specification or description agreed with the Supplier or with any specification or description contained in the Order. Notwithstanding such cancellation, the Company shall be entitled to claim damages for breach of contract from the Supplier.
- 2.6.9** The Company will not accept any delivery of Goods by instalments except where this has previously been agreed in writing by an Authorised Representative.
- 2.6.10** House of Fraser does not create their own delivery advice notes, and will use the supplier's documentation, provided that it contains the correct information including House of Fraser references.
- 2.6.11** All deliveries must be accompanied with the following details:

- a) Supplier name and address;
  - b) Supplier account number;
  - c) House of Fraser Purchase order number;
  - d) House of Fraser line numbers (9 digits);
  - e) Quantity of cartons / hanging units; and
  - f) Quantity of sales units.
- 2.6.12** Suppliers are required to provide detailed, accurate delivery information. Each order must be accompanied by its own separate delivery documentation. (For example, if the delivery comprises four orders, then there must be four separate delivery documents), together with an electronic ASN for all deliveries in to the National Distribution Centre.
- 2.6.13** A consignment note will be signed for by a HOF representative (signed and printed) to confirm the receipt of an order and the number of outers/ pallets received. This paperwork shall be stamped "Received unchecked" and therefore does not constitute receipt of contents within.
- 2.6.14** For bulk deliveries the paperwork should be attached on the first carton of the first pallet as the vehicle is opened. The paperwork should be inside a document pouch and should be easily visible and accessible.
- 2.6.15** For the hanging stock the delivery documentation should be found on the first garment to be unloaded on every purchase order number
- 2.6.16** When the Supplier delivers both hanging and boxed stock, they must ensure that they provide two individual sets of paperwork.
- 2.6.17** House of Fraser will not be able to accept any delivery if it has insufficient accompanying documentation.
- 2.6.18** The delivery documentation is not required for cross dock deliveries as the delivery details are contained within the electronic ASN, and should be left out of the cartons / hanging packs where possible.
- 2.6.19** The Supplier must familiarise itself with Section 6 of the Supplier Manual.

## **2.7 Rejection of Goods**

- 2.7.1** The Company reserves the right to examine and to reject all Goods which do not conform with these Terms and Conditions and all other relevant sections of the Supplier Manual, which have not been delivered by the specified date set out in its Order or which are in excess or short of quantity ordered.
- 2.7.2** All rejected Goods will be held by the Company awaiting the Supplier's instructions, at the risk of the Supplier for a maximum period of 3 days and may be subject to storage, administration and handling charges. If the Goods are not collected after this period, the Company reserves the right to arrange for the return of the Goods via the Company's nominated carrier to the Supplier at the sole expense and risk of the Supplier. Alternatively, the Company shall be entitled (without liability) to dispose of the Goods at cost in such a manner as it sees fit, and to deduct its expenses of doing this from such disposal and pay the balance (if any) to the Supplier.

## **2.8 Sale or Return of Goods**

Where the Supplier agrees with the Company that the Goods can be purchased by way of Sale or Return, the Supplier will collect the Goods that remain unsold upon being informed by the Company that the Goods are ready for collection. The Goods will be held by the Company for a maximum period of 3 days. If the Goods are not collected after this period, the Company reserves the right to arrange for the return of the Goods via the Company's nominated carrier to the Supplier at the sole expense and risk of the Supplier. Alternatively, the Company shall be entitled (without liability) to

dispose of the Goods at cost in such a manner as it sees fit, and to charge its expenses in doing so to the Supplier.

## **2.9 Title and Risk**

**2.9.1** The delivery of Goods by the Supplier to the Company shall not constitute any change of ownership. Risk of damage to or loss of the Goods shall pass to the Company upon delivery to the Company in accordance with an Order.

**2.9.2** Title to the Goods shall pass to the Company upon payment for the Goods to the Supplier or as otherwise agreed between the parties without prejudice to any right of rejection or other right which may accrue or have accrued to the Company under these terms and conditions or otherwise. The Company reserves the right prior to payment for the Goods to unpack, ticket, transport, alter or amend the Goods as is reasonable to enable the Company to prepare the goods for sale to its Customers or to sell the Goods to its Customers in the usual course of business.

**2.9.3** The Supplier agrees and acknowledges that the Company may sell the Goods worldwide when purchased via its Customers via the Company's Website.

## **2.10 Labelling**

**2.10.1** All Goods must be clearly labelled to conform with the Trade Description Act 1968 (as amended and replaced from time to time) and all other labelling, packaging and marking requirements as specified by the Company or as required in accordance with any law, rule, regulation, interpretation of the law or administrative practice of any government, government department, agency or regulatory body in the UK or the European Union.

**2.10.2** The Supplier shall unconditionally and irrevocably indemnify and hold harmless the Company from and against any and all losses, liabilities, pending or threatened suits, proceedings, actions, damages, claims or demands and any costs, charges or expense of any character (including all reasonable legal fees on an indemnity basis) which may be incurred by or made asserted against the Company by reason of the breach by the Supplier of any of its obligations under Condition 2.10.1 above.

## **2.11 Ownership and Custody of Materials**

**2.11.1** All designs, tools, patterns, drawings, dyes, materials, specifications and other items supplied by the Company or provided to the Company by the Supplier shall be or become the Company's property and shall be maintained by the Supplier in good condition, be kept confidential and not used for any purpose other than carrying out an Order or any subsequent order placed by the Company and shall be returned or delivered to the Company carriage paid on request. The Supplier will be responsible for making good any loss of or damage to any such items howsoever arising.

**2.11.2** The Supplier agrees neither to quote nor to supply parts made with the Company's designs, tools, patterns, drawings, dyes or specifications to any third party without the prior consent in writing of the Company.

## **2.12 Use of Information – Confidentiality / Intellectual Property**

**2.12.1** All information supplied by the Company shall be treated as confidential and shall not be disclosed or used other than to satisfy the requirements of an Order unless the information is or comes into the public domain otherwise than by breach of this Condition 2.12.1. Similarly, any written material or drawings supplied by the Company to the Supplier shall remain subject to the

Company's copyright and shall not be copied or used for any purpose other than satisfying the requirements of an Order. The Supplier shall promptly return, when requested by the Company, all written material and drawings supplied.

**2.12.2** The Company's Intellectual Property rights ('IP rights') includes, but is not limited to, registered designs, unregistered designs, trade marks, copyrights, distinctive signs or rights of any nature relating to the product the Company solely creates and manufactures. Where the Supplier has been instructed to create designs on the Company's behalf, all rights attached to the designs, including drafts, preparatory work etc, the Supplier creates are automatically assigned to the Company upon creation. The Company gives the Supplier permission, for the term of these Terms and Conditions or as per the Company's instructions, to use its IP rights in connection with the designs the Supplier is instructed to create. The Supplier undertakes to not use any designs created by the Supplier for the Company in relation to any consultancy services the Supplier may provide for any other organisation or individual outside the scope of these Terms and Conditions, since the rights of such are vested in the Company. The Supplier confirms that, as far as it is aware, the Supplier's designs will not knowingly infringe that of a design created by a third party.

### **2.13 Liabilities and Indemnities**

**2.13.1** The Supplier is liable for damage to or loss of the Company's property in the Supplier's possession.

**2.13.2** The Supplier shall indemnify the Company its agents, employees, officers, subsidiaries, associated companies and assigns against each loss, liability and cost directly or indirectly arising from or consequential upon:

- a) an alleged or actual infringement of a patent, registered design, copyright, trade mark or other right of property vested in another person, firm or company resulting from the purchase, use or resale by the Company, its agents, employees, officers, subsidiaries, associated companies, assigns or customers of the whole or any part of the Goods or the Services;
- b) an act or omission in the performance of or in connection with the obligations undertaken by the Supplier pursuant to the Order, whether due to the negligence of the Supplier, its agents, employees or sub-contractors or their agents or employees, or otherwise, including, without limitation to the generality of the foregoing, any loss, liability or cost arising from any injury to a person or persons but excluding any loss, liability or cost arising directly from the negligence of the Company;
- c) the Supplier has no obligation to indemnify the Company under Condition 2.13.2 if and to the extent that the relevant loss, liability or cost incurred was only incurred because the Supplier delivered the Goods or provided the Services strictly in accordance with the designs, plans or specifications supplied by the Company;

**2.13.3** Without prejudice to any right or remedy available to the Company under statute or common law, the Supplier will irrevocably and unconditionally indemnify and hold harmless the Company from and against any and all losses, liabilities, pending or threatened suits, proceedings, actions, damages, claims or demands and any costs, charges or expenses of any character (including all reasonable legal fees on an indemnity basis) suffered or incurred by the Company as a result of the supply or use by the Supplier of defective goods or workmanship in carrying out the Order or as a result of the

performance or non-performance of the Order or Services or which arise as a result of any breach of the conditions, warranties, inducements or representations expressed or implied in the Order or any other defect or fault in the construction of the Goods, or any other breach of contract on the part of the Supplier, including but not limited to consequential or indirect loss and loss of profits.

**2.13.4** The Supplier shall unconditionally and irrevocably indemnify and hold harmless the Company from and against any and all losses, liabilities, pending or threatened suits, proceedings, actions, damages, claims or demands and any costs, charges or expenses of whatsoever nature (including all reasonable fees on an indemnity basis) arising out of any loss or damage to any movable or immovable property of any nature or type whatsoever of the Company or any third party and against any claim in respect of the death of or personal injury to any person whether in contract or tort or otherwise arising under common law, statute or otherwise as a result of breach of any statutory or common law duty or of any act or omission on the part of the supplier or any of its employees, sub-contractors, assignees or agents or as a result of the performance or non-performance of the Order or otherwise howsoever arising wherever such loss, damage, death or personal injury occurs (including but not limited to the Company's premises).

## **2.14 Price**

**2.14.1** Unless the Order expressly accepts or stipulates any provision for price variation and the basis of such variation, the price or rate for the Goods or Services is fixed and not subject to variation unless an Authorised Representative expressly agrees in writing.

**2.14.2** Failure by the Supplier to attend to any of the following details may mean delay in payment (but with no prompt payment discount to be forfeited by the Company):-

- a) failure by the Supplier to send on the day of despatch in respect of each consignment of Goods, a separate advice note and invoice under separate cover to the invoice address specified on the Order and/or any delivery instructions received from the Company; or
- b) failure by the Supplier to mark clearly the Order number on the consignment package, packing notes, invoices, monthly statements and all other correspondence relating to each consignment of Goods.

**2.14.3** The Company reserves the right to deduct from any monies due or belonging to the Supplier any monies due from the Supplier to the Company on any account.

## **2.15 Advertising**

**2.15.1** The Supplier shall not, without the prior written consent of the Company, advertise or publish in any way whatsoever the fact that the Supplier has contracted to supply the Goods and/or the Services to the Company, unless with the prior written permission of an Authorised Representative.

**2.15.2** The Supplier shall provide permission to the Company for the Company's use of the Supplier's Trademarks (registered or unregistered) in relation to the Goods for display and intended sale transactions on the Company's website.

## **2.16 Assignment and Subcontracting**

**2.16.1** The Supplier shall not without the consent in writing of the Company assign or transfer the Order or any part of it to any other person.

**2.16.2** The Supplier shall not without the consent in writing of the Company sub-contract the Order or any part of it other than for materials, minor details or for any part of the Goods of which the makers are named in the Order or any specification. Any such consent shall not relieve the Supplier of any of its obligations under the Contract.

## **2.17 Inventions and Improvements**

**2.17.1** When the Order includes manufacture to the Company's designs, the Supplier agrees to inform the Company of any invention or improvement in design or method of manufacture whatsoever arising out of the performance of the Order by or on behalf of the Supplier, and any such invention or improvement and any patent or registered design rights in respect thereof and copyright in any drawings, documents or specifications relating thereto shall be the property of the Company. The Supplier will provide to the Company at the Company's expense, all necessary assistance to enable the Company to obtain any patents, registered designs and other similar rights throughout the world.

## **2.18 Health and Safety**

The Supplier warrants that the Goods and Services supplied in accordance with the Order will be safe and without risk to health when properly used and shall provide all necessary information and instructions in connection with the design, testing and safe use of the Goods (whether or not such information has been requested by the Company).

## **2.19 Termination**

The Company may cancel the whole or part of an Order at any time by written notice to the Supplier if the Supplier:

- a) fails to comply with any of the terms and conditions of an Order; or
- b) passes a resolution for its winding up or dissolution or an administration order is made in relation to the Supplier or a receiver is appointed over or an encumbrancer takes possession of or sells an asset of the Supplier or the Supplier makes an arrangement or composition with its creditors generally or makes an application to a court of competent jurisdiction for protection from its creditors generally; or
- c) ceases to trade; or
- d) is acquired by or merged with any third party.

## **2.20 Insurance**

Without prejudice to its liability to indemnify the Company, the Supplier shall at all times have in force and maintain at its own cost (and cause any sub-contractor to have in force and maintain at its own cost) such policy or policies of insurance with insurers of good repute which would give the Supplier (or its sub-contractor) adequate cover in respect of all of the Supplier's insurable liabilities under these Terms and Conditions. The Supplier shall, as requested by the Company, provide the Company with all such documentation as is necessary to prove the Supplier's continuing compliance with its obligations to insure under this condition.

## **2.21 Warranties**

The warranties and remedies provided for in Condition 2.4 (Quality, Quantity and Description) and Condition 2.5 (Inspection and Testing) are in addition to those implied by or available at law or in equity and will continue in force

notwithstanding the acceptance by the Company of all or part of the Goods and/or the Services to which those warranties and remedies apply.

## **2.22 Notices and Service**

**2.22.1** Any notice, order or other communication required or authorised pursuant to the Order or these Terms and Conditions to be given by either party to the other may be sent by first class pre-paid post, facsimile transmission, e-mail, electronic commerce or other comparable means of communication as agreed between the parties to the other party at the address referred to in Condition 2.22.2 below.

**2.22.2** Any such notice, order or other communication given, made or served pursuant to Condition 2.22.1 above shall be deemed to have been received and effectively served:-

- a) upon the day of delivery of transmission, if transmitted by facsimile, e-mail, electronic commerce or other comparable means of communication as agreed between the parties before the end of a Business Day; or
- b) upon the next Business Day, if sent by first class prepaid or registered mail after the end of a Business Day or on any other day not being a Business Day.

**2.22.3** Service of any legal proceedings concerning or arising out of the Order or these Terms and Conditions shall be effected by causing the same to be delivered to the Company Secretary of the party to be served and in the case of the Company, at its principal place of business at 27 Baker Street, London, W1U 8AH, United Kingdom, or in the case of the Supplier at its principal place of business as set out on the Order and/or the Supplier's invoice, or to such other address as may from time to time be notified in writing by the party concerned.

## **2.23 Invoicing Instructions**

**2.23.1** The following invoice requirements are given for information and apply to all Suppliers' invoices. Failure to comply will result in an invoice being returned unpaid.

**2.23.2** Payment of invoices will be in accordance with the Company's settlement terms which are set out in the Supplier Manual or as otherwise agreed in writing with an Authorised Representative. The Supplier Manual may be varied from time to time by the Company.

**2.23.3** There must be a separate invoice submitted for each HOF purchase order number for each department for each delivery address.

**2.23.4** Payment is against Suppliers' invoices received (less debits raised) and can only be made once the Goods have been checked and receipted as against the original Order.

**2.23.5** An invoice should reflect merchandise charges at one rate of VAT only.

**2.23.6** Invoices must not be submitted with the Goods but sent under separate cover to the invoice address specified on the Order and/or any delivery instructions received from the Company.

**2.23.7** The Supplier must familiarise itself with Section 3 of the Supplier Manual.

## **2.24 General**

**2.24.1** A reference to a statutory provision includes a reference to the statutory provision as modified or re-enacted or both from time to time and any subordinate legislation made under the statutory provision.



- 2.24.2** These Terms and Conditions shall take precedence over any term or condition appearing on any quotation, acceptance form, delivery form, invoice or other document or letter emanating from the Supplier and such term or condition shall have no effect whatever except insofar as they are expressly accepted in writing by the Company.
- 2.24.3** If any special conditions of purchase applicable to an order which are in writing signed on behalf of the parties are inconsistent with these Conditions, the special conditions prevail.
- 2.24.4** A failure to exercise or delay in exercising a right or remedy provided by these Conditions or by law by the Company does not constitute a waiver of the right or remedy or a waiver of other rights or remedies. No single or partial exercise of a right or remedy provided by these Conditions or by law by the Company prevents further exercise of the right or remedy or the exercise of another right or remedy.
- 2.24.5** A person who is not a party to the Order has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Order but this does not affect any right or remedy of a third party which exists or is available apart from that Act.
- 2.24.6** The Supplier shall obtain any permit or licence from any government or other authority required for the performance of the Order.
- 2.24.7** These Terms and Conditions may be varied from time to time by the Company.
- 2.25 Governing Law and Jurisdiction**
- 2.25.1** The Order is governed by English law.
- 2.25.2** The Courts of England have exclusive jurisdiction to settle any dispute arising from or connected with the Order.

### **3. Accounts Procedures**

#### **3.1 Payment Terms**

Settlement discount terms are as agreed with House of Fraser.

Payment is always made against invoices received less debits raised.

House of Fraser will not make payment to a Supplier before the goods have been receipted, signed for and checked against the terms of the order. If the goods have not been received within the invoice periods described, payment will be delayed to the subsequent period.

Any delay in processing invoices caused by fault on the part of the Supplier will not affect House of Fraser's entitlement to settlement discount.

#### **90 days @ 5%**

Invoices will become due for payment 90 days from date of the invoice or goods received date, whichever is the latter. Invoices will be included in the next available payment run following the due date. All payment runs at House

of Fraser are processed on a **Saturday** and include invoices with a due date in the previous week.

The remittance advice will be posted out on the Monday following the Saturday payment run and funds will be lodged into the Supplier's bank account 2 working days later.

There will be exceptions due to Public Holidays.

Both the National Distribution Centre ('NDC') and individual stores are allowed up to three business days from the date of delivery to receipt merchandise on a line-by-line basis.

Invoices cannot be cleared for payment until they have been checked against the information on the goods received note.

### **3.2 Invoice arrangements**

Each invoice must refer to only **one** House of Fraser Purchase Order ('PO').

House of Fraser requires a separate invoice for **each** delivery made against a PO.

The cross dock invoice should detail a Delivery Advice Number ('DAN') and this number should match the number on the corresponding Advanced Shipping Note ('ASN') file. An ASN is an electronic document which provides House of Fraser with the details at Line Item Number ('LIN') level of what is included within the delivery.

**All invoices must be sent to Financial Services, Glasgow (contact details can be found in Section 9 – Contact Details).**

The following information must be quoted on all Supplier invoices:

- The invoice number and date;
- The House of Fraser PO number;
- The House of Fraser selling department number as detailed on the order; and
- The name and address of the delivery location.

**Invoices must show the following:**

- Details of the goods—quantity, description, unit price and House of Fraser product detail;
- The total cost value—net of any trade discount and unit cost tax exclusive;
- The total of any agreed additional charges (with details);
- The total value of VAT and the level of VAT—one VAT level per invoice; and
- The grand total of the invoice.

Settlement discount or any other allowance in favour of House of Fraser **must not be** calculated or shown on the invoice as this will be calculated by the automated payment system. This includes reductions taken for Supply Chain contribution (see point 3.3.5).

**Delays will occur if invoices are received which do not conform to the above requirements and they will be returned to the Supplier without being processed.**

Payment of invoices will be made by BACS. A remittance advice will be either posted or e-mailed (whichever is preferred) on the following Monday which will show the following details for each invoice:

- The delivery location;
- The date of the invoice;
- The number of the invoice;
- The total value of the invoice, including VAT; and
- The amount of settlement discount deducted.

The remittance advice will also show details of any debit notes issued and deducted from the payment.

Suppliers **should not send** statements on a monthly basis. Invoices received and processed by House of Fraser will be paid automatically on the date due provided that the merchandise has been received and checked.

### **3.3 Issue of Debit Notes**

When an invoice is received from a Supplier, it is processed into House of Fraser's matching system and matched against the delivery and order information.

Should this matching reveal any discrepancies, a Debit Note will be sent to the Supplier and the amounts deducted from the next remittance.

There are various reasons as to why a debit note may be raised which are listed below:

**3.3.1 Non-Delivery** - No delivery has been made against the order number quoted on your invoice.

**3.3.2 Shortage** - At the point of receipt if there is a discrepancy between the number of units on the packing note and the number in the container, a copy of the Goods Received Note will be e-mailed to the Supplier by the NDC Helpdesk within 48 hours of the goods being receipted. If an appeal is to be made, it must be submitted to the NDC Helpdesk within 48 hours.

**3.3.3 Price Discrepancy** - The product price on the invoice is greater than what is listed on the House of Fraser price file.

**3.3.4 Excess/Faulty stock** - Additional stock has been sent to House of Fraser or the stock is faulty and has to be returned back to the Supplier. House of Fraser will provide a Proof of Return if requested by the Supplier. A "returns debit note" will accompany the stock and a subsequent financial debit note will follow listing the returned items. **NB. Please note all Proof of Return requests must be submitted to Accounting Services within 6 months.**

**3.3.5 Supplier Contribution** - All deliveries into the NDC are subject to a 5% **distribution discount** (for bulk deliveries) or 2.5% (for cross dock deliveries), to be taken on gross invoice value on a monthly retrospective basis. This discount is in addition to any other commercial terms agreed with the House of Fraser Buying Team. This debit note is

calculated for all invoices matched against deliveries up to the 17<sup>th</sup> of each month. Should any queries arise you should telephone Store Support, Glasgow on 0141 553 4900 (quoting your Supplier Account number).

- 3.3.6 Marketing Contribution** - 3% of invoice value – A contribution to the overall marketing for House of Fraser and its brands.
- 3.3.7 Recognition Contribution** - 1.8% of invoice value - A contribution to the loyalty scheme for over 1 million House of Fraser customers.
- 3.3.8 RIBS** - A replacement of the Incentive Bonus Scheme to provide rewards for both House of Fraser and their Suppliers for a growth in business. This ensures both parties actively encourage a partnership that maintains a common goal.

All debit note queries must be sent to Store Support, Glasgow (please refer to Section 9 of this Manual) within 14 days. **(Failure to do so may result in Store Support, Glasgow not being able to investigate your query).**

Debit Notes for damaged merchandise and or stock returned for other reasons will be initiated by the NDC or individual stores. For more information please refer to Section 5.14 of this Manual.

## **4. Business Controls**

### **4.1 Independent Review**

It is necessary for House of Fraser to independently check a sample of deliveries that Suppliers' send via the NDC.

This will give both partners assurance that merchandise received matches the invoice House of Fraser pays.

### **4.2 Pure Cross Dock Checks**

House of Fraser will check a sample of Supplier deliveries to confirm that the Advanced Shipping Note ('ASN') matches the stock received. House of Fraser will amend the ASN on any differences found and you will be informed accordingly with a letter showing any variances. If the variances are material, this may constitute a requirement to review whether or not House of Fraser will continue to offer the cross dock process or to suggest other alternatives. It is important to note that compliance charges will apply where there is evidence of inaccurate ASN files or inaccurate deliveries.

### **4.3 Warehouse Visits**

There may be a requirement for the House of Fraser Business Controls Team to visit a Supplier to give assurance that the pick and pack process in place is in line with the agreed procedures. House of Fraser welcomes Supplier support and the opportunity to review Supplier's existing controls within their supply chain.

Any visits will be arranged with Suppliers in advance.

## 5. Electronic Trading

As part of House of Fraser's continuing drive to enhance the efficiency of its operations, it is a requirement that all Own Bought, UK and Import Suppliers trade electronically with House of Fraser's Buying Teams, the National Distribution Centre and Store Support, Glasgow in terms of receiving orders, sending Advanced Shipping Note's ('ASN') and (where possible) invoices.

For Purchase Orders ('PO'), Suppliers can choose to receive orders by either:

- Email (as a .PDF file); or
- Electronic Data Interchange/File Transfer Protocol ('EDI / FTP') - where Suppliers already trade electronically that way with other customers.

### 5.1 Receiving Your Orders

To ensure the Supplier is ready to receive their orders electronically from House of Fraser, the Supplier must register for the relevant electronic option by referring to House of Fraser's Supplier's Information website at [www.hofsuppliers.co.uk/info](http://www.hofsuppliers.co.uk/info). This is applicable whether the orders are by: email, electronic message formats for EDI / FTP or ASNs (see section 6.3).

From this website, the Supplier should select the relevant registration form:

- a) Cross dock deliveries – if agreed with House of Fraser's Supply Chain Team (where the Supplier packs the cartons by individual House of Fraser store for delivery to the NDC); or
- b) Bulk deliveries (non-cross dock - for deliveries to the NDC where the stock is delivered as a single Stock Keeping Unit (per carton/outer)

The Supplier should then complete the relevant registration form and email it to [HOFIS-Supplier-registration@hof.co.uk](mailto:HOFIS-Supplier-registration@hof.co.uk).

The Supplier will then receive confirmation of their set-up and will be ready to start trading electronically with House of Fraser.

This **must be done** before the Supplier can receive their first PO from House of Fraser.

### 5.2 Product Details

All Suppliers will need to ensure that the House of Fraser Buying teams have set up the relevant supplier barcodes (EAN13 barcodes and supplier references) where relevant in House of Fraser's retail system to ensure that these are visible via the PO and Invoice numbers. Suppliers should discuss this requirement directly with their contact in the Buying team.

### 5.3 Deliveries

**All** deliveries in to the NDC require House of Fraser Suppliers to provide an electronic ASN to support the delivery. Failure to provide an ASN will result in non-compliance charges being applied.

ASN messages can be sent by:

- a) the House of Fraser Extranet website (via the Internet). A username and password will be given to the Supplier by House of Fraser, following the Supplier's request); or

b) EDI / FTP - where despatch advice messages are created & sent using a software package or the Supplier's own bespoke system.

Application to access the House of Fraser Extranet is by completion of the registration form referred to in Section 5.1.

Where a Supplier is to deliver to House of Fraser using the cross dock method (cartons packed by store and delivered centrally to the NDC), this can also be achieved using any of the above options. This must be agreed by the House of Fraser Supply Chain Manager.

If you have any queries, please contact the IT Service Desk – [hhofis@hof.co.uk](mailto:hhofis@hof.co.uk)

## 6. Deliveries into House of Fraser

### Introduction

There are two sections to this part of the manual:

The purpose of this part of the Supplier Manual is to make the Supplier aware of the logistics standards and procedures that need to be followed to make a compliant delivery to House of Fraser's National Distribution Centre ('NDC').

All Goods for House of Fraser are delivered to the NDC in Wellingborough:

House of Fraser  
Park Farm Industrial Estate  
Shaw Close  
Wellingborough  
NN8 6BN

The exceptions to these procedures are those furniture suppliers who are delivering to Home & Retail. These suppliers should follow a separate set of procedures (please refer to <http://www.hofsuppliers.co.uk/info/Furniture.html>).

It is important that Suppliers and everyone in their factories, warehouses and distribution operations read and understands this section of the Manual. This will ensure Suppliers deliver stock as is required, thereby avoiding the goods being delayed and non-compliance charges being incurred.

Each section explains what is required and what actions should be taken to deliver to the NDC. For any queries and any points covered in this document or any further questions please contact the Supplier Compliance Team:

### **NDC COMPLIANCE TEAM**

☎ Direct number 0844 800 3777

✉ [NDC-compliance@hof.co.uk](mailto:NDC-compliance@hof.co.uk)

For all imported stock (i.e. bought on freight terms: Free on Board, Ex works, Cost and Freight (C&F/CFR)) please use this module **in conjunction with the Imports section** (Section 7) of the Manual. Section 7 gives details of the relevant freight forwarder who will arrange the booking/shipping process.

For Cross Dock deliveries please use this Manual in conjunction with the Cross Dock Information Pack available on:

[www.hofsuppliers.co.uk/info/pdf/xdock\\_information\\_pack.pdf](http://www.hofsuppliers.co.uk/info/pdf/xdock_information_pack.pdf).

***The delivery parameters within this Supplier Manual supersede all those listed in previous versions of the House of Fraser Supplier Manual and must be adhered to.***



## **6.1 Delivery standards and procedures**

### **6.1.1 Purchase Orders ('POs')**

Prior to POs being issued by House of Fraser, the Supplier should ensure that their product details have been agreed and set up by the House of Fraser Buying team. Purchasing multiples (carton quantities) and stocking multiples (inner packs which should have individual packaging to protect the product) should be agreed between the Supplier and the Buying Team to ensure that House of Fraser orders in the correct carton and pack quantities. If the Supplier's EAN13 barcodes are to be used, then these should be provided to the Buying Team, to ensure that they are entered into House of Fraser's retail system and therefore enable product barcode scanning in the NDC and stores.

Suppliers should contact their House of Fraser Merchandiser if they receive orders outside of the agreed multiples, and should not fulfil products not ordered in agreed multiples.

Suppliers will receive PO's electronically from House of Fraser via email or FTP/EDI (please see Section 5.1 of this Manual).

When the Supplier receives a PO from House of Fraser, they should check the PO number and version number of the PO. POs that have been amended may have a new version number and could supersede a previous PO (if in doubt they should contact the Buying Team).

Suppliers should also ensure that they can deliver prior to reaching the cancellation date, as goods cannot be booked in or received for delivery on or after this date. If the Supplier cannot achieve the expected delivery date or is unable to deliver before the cancellation date they should inform the Buying Team.

Please see Appendix 2 (Example of House of Fraser Purchase Order).

### **6.1.2 Delivery Methods**

Suppliers can deliver either bulk stock or via the cross dock method. Cross dock is the most efficient way for House of Fraser to receive and distribute stock and ensures that the product lead time from Supplier to House of Fraser's stores is minimised. This can lead to increased NDC throughput, which maximises sales and reduces markdown.

For new suppliers, delivery via the Cross Dock method must be agreed with House of Fraser Business Controls prior to completion of the Supplier Account set up form.

In very exceptional circumstances, it may be allowable for deliveries to be made direct to the stores. This should be agreed, prior to delivery, with House of Fraser's Logistics team.

### 6.1.3 Advanced Shipping Note (ASN)

Prior to booking a delivery into the NDC, an Advanced Shipping Note ('ASN') must be created and transmitted to House of Fraser for **ALL DELIVERIES (except to Home and Retail)** regardless of origin of shipping. An ASN is an electronic document which provides House of Fraser with the details at Line Item Number level of what is included within the delivery.

The ASN file must mirror the physical delivery exactly.

The ASN file can be created / transmitted in one of 3 ways:

- a) The House of Fraser Extranet. The Supplier must log on to House of Fraser's free of charge Extranet site and confirm the ASN details on the screen. To register for the Extranet, the Supplier needs to fill in the same registration form as described in Section 6.1 of this manual;
- b) EDI / FTP – the format for the ASN will be EDIFACT DESADV. If the Supplier currently communicates messages via EDI, this option allows them to send an EDI formatted message via FTP without the associated Value Added Network ('VAN') cost; or
- c) VAN – ASN is transferred over an EDI VAN. This option should only be used if the Supplier is already communicating to House of Fraser by EDI.

The ASN file must be received by House of Fraser before the Supplier can make a booking.

Technical guides to accompany the above options can be found on House of Fraser's website at [www.hofsuppliers.co.uk/info](http://www.hofsuppliers.co.uk/info), along with the answers to frequently asked questions. Once the Supplier has decided which option they will adopt, they must complete the relevant section of the Supplier Registration form (see Section 5.1).

### 6.1.4 Excess Quantities

House of Fraser does not accept any substitution or excess product ordered. After the detailed receipt of the merchandise, House of Fraser will confirm the quantities received and will only pay for those items delivered as detailed in the PO and listed on the Goods Received Note (produced on completion of the order receipts). Any other items may be rejected and a debit raised. The cost of returning the merchandise will be charged to the Supplier if applicable. Please also refer to Section 3.3.4 of this Manual.

### 6.1.5 Nominated Carrier Scheme & Backhaul Collections

House of Fraser are working with 8 nominated carriers for UK based suppliers, including HOF Backhaul, and 1 for European based suppliers for deliveries into the NDC. Each nominated carrier will provide the Supplier with a House of Fraser preferred supplier rate if chosen by the Supplier to deliver their stock. House of Fraser's nominated carriers will be responsible for making delivery bookings into the NDC, based on the information provided by the Suppliers.

Backhaul, where House of Fraser's transport fleet is used to collect and deliver the Supplier's stock into the NDC, can often be provided at competitive rates, subject to the collection point and volume being delivered.

Standard delivery requirements are agreed with these carriers, however the commercial relationship is between the Supplier and the nominated carrier chosen.

The nominated carriers and backhaul contacts are listed below on the following page.

Suppliers own vehicles, or carriers other than nominated carriers, may only be used with prior agreement of the House of Fraser Logistics team.

## Nominated Carrier & Backhaul Details

### UK CARRIERS

**BACKHUAL**- Amrit Thandi

All types of stock – Boxed, Hanging & Palletised

☐ 01933 331024

✉ [athandi@hof.co.uk](mailto:athandi@hof.co.uk)

**TNT FASHION GROUP** – Michelle Bodey

All types of stock – Boxed, Hanging & Palletised

☐ 0116232 0011

✉ [michelle.bodey@tntfashion.com](mailto:michelle.bodey@tntfashion.com)

**UPS LOGISTICS** – Tony Meadows

All types of stock - palletised only

☐ 01924 876108

✉ [tony.meadows@ups-scs.com](mailto:tony.meadows@ups-scs.com)

**DT SERVICES** – Adrian Dalton

All types of stock – Boxed, Hanging & Palletised

☐ 0208 3477730

✉ [dtservices@btconnect.com](mailto:dtservices@btconnect.com)

**CLIPPER GROUP** – Susan McKeown

All types of stock – Boxed, Hanging & Palletised

☐ 0208 8054343

✉ [smckeown@clippergroup.co.uk](mailto:smckeown@clippergroup.co.uk)

**EUROPA WORLDWIDE LOGISTICS** – Rob Bartlett

All types of stock – Boxed, Hanging & Palletised

☐ 01604 707770

✉ [rbartlett@europa-worldwide.co.uk](mailto:rbartlett@europa-worldwide.co.uk)

**UKMail RETAIL LOGISTICS** – Fiona Dyson

All types of stock – Boxed, Hanging & Palletised

☐ 01213 351815

✉ [fionadyson@ukmail.com](mailto:fionadyson@ukmail.com)

**TOLL PRIMA UK LTD** – Alastair Ruston

All types of stock – Boxed, Hanging & Palletised

☐ 01270 879448

✉ [alastair.ruston@tollgroup.com](mailto:alastair.ruston@tollgroup.com)

### INTERNATIONAL / EUROPEAN CARRIER

**ALLPORT** – Sarah Cousins

All types of stock – Boxed, Hanging & Palletised

☐ 01895 206 164

✉ [sarah.cousins@uk.allportcargoservices.com](mailto:sarah.cousins@uk.allportcargoservices.com)

### 6.1.6 Booking In

The following section describes the procedure to book a delivery into the NDC. Please note: a nominated carrier will do this on behalf of the Supplier. If using backhaul, the Supplier must contact the NDC bookings team directly:

#### **NDC BOOKINGS TEAM**

☎ Direct number **0844 800 3777**

✉ [ndc-bookings@hof.co.uk](mailto:ndc-bookings@hof.co.uk)

The NDC booking office is open Monday to Friday 09:00 hours to 17:00 hours to confirm deliveries and bookings.

The NDC is open for the acceptance of merchandise :  
Monday to Friday 06:00 to 18:00 (off peak)  
Monday to Friday: 06:00 to 20:00 (peak)

A booking request requires a minimum 72 hours notice.

All purchase orders must be authorised and the order dates must permit the booking date requested. The NDC will not issue bookings outside the published delivery window.

When making a booking the Supplier must have the following information to hand and should also be very clear about the number of vehicles the delivery will arrive upon:

- Carrier (Nominated);
- Confirmed ASN number;
- Requested booking date;
- Requested booking time;
- Purchase Order number;
- Number of singles, cartons or pallets per order.

The Supplier must not attempt to book more singles than are currently outstanding on the order.

The unique booking reference number provided by the NDC requires strict adherence to a specified date and time. Deliveries may be refused if they fail to arrive within 15 minutes either side of the agreed time.

Any anticipated delays should be communicated to the NDC booking office prior to delivery. At this point a decision will be made at the discretion of House of Fraser's agent to accept, reject or re-book the delivery for an alternative date and time.

If the Supplier needs to cancel a booking, they must contact the booking team 24 hours in advanced of the booking slot to cancel the delivery and

then they must follow up the call with an email confirming their request; this alone will be used to cancel the slot.

### **6.1.7 Loading the Vehicle**

All deliveries should be made on 7.5 tonne, or over, vehicles due to loading bay configuration.

All orders delivered with 30 cartons or more must be palletised.

The interior of the vehicle should be free of oil, grease or leaks.

All stock for Electrical and Homeware non cross dock deliveries must be stacked on good quality pallets measuring 1.0m x 1.2m. The contents must be secured by either clear shrink-wrap or stretch film.

The stock must not overhang the pallet and its total height must not exceed 1.8 metres or 6ft, including the pallet itself (Furniture is exempt from this requirement due to the nature of the product).

Orders must be segregated so that the stock can be unloaded by order number. Orders must not be mixed across several pallets. If circumstances mean there must be more than one order on a pallet, they should be consolidated and clearly segregated and each pallet should have a Pallet Label stating the PO numbers.

For cross dock deliveries, all packs for a store from a PO need to be grouped together and clearly segregated on a pallet.

Cartons must arrive as specified and will not be accepted if split, damaged, open, or crushed. Any spilt pallets or damage to cartons will lead to the rejection of the total consignment, with all expenses charged to the Supplier.

Hanging garments must be available to unload in blocks by size and colour by order.

Furniture Suppliers delivering to the NDC should state the weight of the product on the outside of the box.

### **6.1.8 Delivery Documentation**

House of Fraser does not create its own Delivery Advice Notes, and will use the Supplier's documentation, provided that it contains the correct information including House of Fraser references.

All deliveries must be accompanied with the following details:

- a) The Supplier's name and address;
- b) The Supplier's account number;
- c) The House of Fraser Purchase order number;
- d) The House of Fraser line numbers (9 digits);
- e) The number of cartons / hanging sets
- f) The number of units

### 6.1.9 Proof of Delivery

A consignment note will be signed for by a House of Fraser representative (signed and printed) to confirm the receipt of an order and the number of orders received. This paperwork will be endorsed "Unchecked" and does not therefore constitute receipt of individual products.

Suppliers are required to provide detailed and accurate delivery information. Each order must be accompanied by its own separate Delivery Advice Note (see sample on next page). If a delivery includes, for instance, four Purchase Orders, then there must be four separate Delivery Advice Notes.

For bulk deliveries the Delivery Advice Note should be attached on the first carton of the first pallet so that it can be seen as the vehicle is opened. The paperwork should be inside a document pouch and should be easily visible and accessible.

For hanging stock, the Delivery Advice Note should be attached to the first garment to be unloaded for each PO.

When the Supplier delivers both hanging and boxed stock, they must ensure that they provide separate Delivery Advice Notes are provided for each type of delivery.

House of Fraser will not be able to accept any delivery if it has insufficient accompanying documentation and compliance charges may be levied.

A Delivery Advice Note is not required for cross dock deliveries, and should **be left out of the cartons / hanging packs where possible.**



**Example Delivery Advice Note**

1 GREENLAND STREET  
 LONDON NW1 0GQ  
 Tel: 0000-000000  
 Fax: 0000-000000  
 sales@sampleltd.com



**DELIVERY NOTE**  
 VAT Reg. 1111111 22

<b>To: House of Fraser</b> National Distribution Centre The Apex Building Northfield Drive Milton Keynes MK15 0DB	<b>From: Sample LTD</b> 1 Greenland Street London
--	---

Supplier A/C No: 1122334	Booking Ref: 0093659A
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Dept No: 242	Order No: 123456
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HoF 9 digit barcode	Supplier Reference	Description	Qty	Crtn #
014 359 194	28B Ornatus	jn sculpt stght leg denim drk ing 26	5	1
014 359 209	28B Ornatus	jn sculpt stght leg denim drk ing 27	5	
014 359 217	28B Ornatus	jn sculpt stght leg denim drk ing 28	11	2
014 359 225	28B Ornatus	jn sculpt stght leg denim drk ing 29	11	3
<b>TOTAL</b>			<b>132 units</b>	<b>4 crtns</b>

### 6.1.10 Carton & Pallet Labels

Each carton / hanging set on a **bulk delivery** should be labelled with the following information:

- The House of Fraser PO number;
- The House of Fraser 9 digit barcode item number;
- The colour / description;
- The size;
- The quantity; and
- The carton / set number (e.g. 1 of 10, 2 of 10 etc where 10 is total number of cartons delivered on the PO).


The information on the carton label should relate exactly to the carton quantities.

For bulk orders, except for the balance carton at the end of the order, cartons should not contain mixed Line Item Numbers ('LIN')

For single LIN per carton or mixed LIN per carton, a price ticket per LIN should be attached to the outside of the carton beside the carton label.

**Bulk Label** – single LIN per carton / hanging set

<b>HOUSE OF FRASER</b>	
<b>HOUSE OF FRASER</b>	
ORDER NO	845825
ASN NO	123456
LIN NO	731 239 540
DESCRIPTION	shea butter sweet lemon soap
QTY	60
CARTON 1 of 2	

	
<b>HOUSE OF FRASER</b>	
ORDER NO	842027
ASN NO	123456
DEPT NO	0371
LIN NO	371 005 385
DESCRIPTION	button fly boxer short BLK medium
QTY	60
CARTON 1 OF 2	


**Bulk Label** – mixed LIN per carton  
 (these cartons must be clearly marked “MIXED”)

<b>HOUSE OF FRASER</b>	
<b>ORDER NO</b>	<b>845825</b>
<b>ASN NO</b>	<b>123456</b>
<b>LIN NO</b>	<b>731 239 469 x 12</b>
<b>LIN NO</b>	<b>731 239 477 x 48</b>
<b>LIN NO</b>	
<b>QTY</b>	<b>60</b>
<b>CARTON 1 of 2</b>	

Each carton / hanging set on a **cross dock delivery** should be labelled with the following information:

- a) The House of Fraser PO Number;
- b) The House of Fraser four digit store number;
- c) The House of Fraser store name;
- d) The ASN Number;
- e) The Human readable unique pack id number; and
- f) A scannable barcode of the unique pack id number (as appears on the corresponding ASN).

**Cross Dock Label**

<b>STORE NUMBER</b> <b>0450</b>	<b>STORE NAME</b> <b>JENNERS PRINCES ST</b>
<b>ORDER NUMBER</b> <b>718388</b>	<b>ASN</b> <b>718388130807</b>
 <b>718388045010</b>	

All pallet labels must show the order number and pallets must be numbered in sequence (1 of 2, 2 of 2).

**Pallet Label** (for bulk and cross dock orders)

<b>HOUSE OF FRASER</b>	<b>HOUSE OF FRASER</b>
<b>PALLET LABEL</b>	
<b>ORDER NUMBER 632227</b>	
<b>Pallet 1 of 12</b>	

Consignments not marked with the House of Fraser PO number may not be accepted.

#### **6.1.11 Presenting the Stock**

##### **A. Ticketing**

All merchandise (i.e. each individual item) must be correctly ticketed with the House of Fraser price ticket obtained from one of the agreed ticketing bureaus. The tickets supplied are of several different types and will be specified by House of Fraser's Central Buying Office ('CBO') when placing the official order:

- Swing ticket – attached to the garment with a 40mm nylon barb or by 'secure tie';
- Sticky (size small or large) labels – attached by or near the existing product bar code or as specified by CBO;
- Dumbbell ticket – wrapped around the neck of the item;

All items need to be individually ticketed with the appropriate House of Fraser ticket. The ticket must be clearly visible through the packaging with the 9 digits facing up.

Tickets should be ordered from one of House of Fraser's nominated bureaus – Checkpoint or Avery Dennison. Tickets and the cost of carriage are at the Supplier's expense. Suppliers will automatically receive ticket ordering guidelines from the appropriate bureau.

Details of how to set up an account and order tickets are provided by Avery Dennison and Checkpoint in the Vendor Packs on the supplier information website.

##### **W-Print**

☎ +44 (0) 1773 766300

✉ [ukcentralorders@w-print.com](mailto:ukcentralorders@w-print.com)

## **Avery Dennison**

+44 (0) 115 989 6539

[✉ Daniëlle.ungless@eu.averydennison.com](mailto:Danielle.ungless@eu.averydennison.com)

Any issues with tickets obtained from one of the ticketing bureaus should be directed to the Customer Services Team at the bureau.

Lack of ticketing causes serious delays and this area will be monitored by House of Fraser as a benchmark for Supplier performance.

CBO must be informed of any issues relating to the placement of tickets.

### **B. Packaging**

House of Fraser is keen to minimise excessive waste packaging, and is taking steps to ensure that all applicable environmental standards and legislation are stringently observed in the operation of its business.

House of Fraser requires that goods should be packaged in protective materials whilst in transit.

Where relevant, advisory symbols should be added to the outer carton advising the requirement of special handling (e.g. 'Fragile', 'This Way Up').

### **C. Cartons**

Suppliers must use the minimum amount of packaging possible to adequately protect the goods. The following forms of fill material cannot be used: Loose fill polystyrene, shredded newspaper and loose waste products. Only Bubble Wrap, Air-Pac and Eco-Flo are acceptable. Cardboard or Corrugated boards are only to be used as separators or for protective purposes.

Product dividers must be used to avoid chipping, rubbing and chaffing.

House of Fraser will not accept any cartons wrapped with Hessian or cloth, or secured with plastic/metal strapping/bandings or staples/clips. Plastic bandings are only acceptable on cross dock deliveries and on furniture. Metal staples on top of a box are not acceptable.

Branded products must be delivered in their own branded transit packaging, which must meet the minimum protection as specified above.

A 'card protector' must be placed over the inner contents prior to sealing. This will avoid any damage to contents as the carton is cut open.

Due to the possible size limitations of the product, it may be necessary to source a larger carton than the maximum size specified. This must be agreed prior to the delivery being made by a member of House of Fraser's Supply Chain department. All fashion merchandise must be individually poly bagged, using a min 120 gauge. Bags must be made of BHT free material; bags less than 0.038mm thick should not be used. Poly-bags should carry the following warning: **'Plastic bags are dangerous. To avoid the danger of suffocation, keep away from babies and children'**. Cellophane-based bags must not be used.

Suppliers must clearly mark component parts that constitute one product (i.e. lamp and shade, base & top unit etc).

Cartons must be in accordance with British Health and Safety Council guidelines:

- a) The maximum gross weight of any individual carton, regardless of the carton used, must not exceed 25 kg. The only exemption is furniture, due to the weight of individual product.
- b) Each carton must be presented with the correct label (as specified in Section 7.1.5.2); and
- c) Each House of Fraser LIN must be packed in separate cartons (unless it is a cross dock delivery).

#### **D. Hanging Garments**

Each Buyer will specify that the product is to be either hung on the Supplier's own-branded hanger or on a House of Fraser hanger.

Hanging garments must be presented in single poly bags, which must be a protective and transparent bag of at least 80-gauge BHT free material. Bags less than 0.038mm thick should not be used. Poly-bags should carry the following warning: 'Plastic bags are dangerous. To avoid the danger of suffocation, keep away from babies and children'.

The bag must be at least 10cm longer than the garment and be heat sealed at the base and not taped. This will help reduce damage to garments dropped in transit. House of Fraser's physical handling systems will not accept bundles or sets of garments (unless it is a cross dock delivery)

The House of Fraser price ticket needs to be clearly visible and facing out through the plastic bag to speed up the receipting process.

For cross dock deliveries each set must be covered with an additional over-bag. Each over-bag will have an individual pack label (please refer to cross dock pack label requirements at 6.1.5.3).

Garments must not be crushed or held too firmly by vehicle load restraints (e.g. tie bars) which will create unnecessary creasing. Long garments need to be handled with care so as to avoid damage to hems etc.

Hanging garments must not be presented packed in wardrobe boxes.

The total weight per hanging pack for cross dock should not exceed 26kg.

#### **E. Sales Packaging**

During the development of the own label products, the Buying Team will decide how the item will be presented on the sales floor. It is essential that any point of sale packaging provided by the Supplier or user meets the standards specified by the House of Fraser.

#### **F. Product specific packing requirements**

Please see Appendix 1

### **6.1.12 Rejecting Orders**

Any orders delivered that cannot be processed will be dealt with as quickly as possible so they do not cause delays to the inbound receipting process. Suppliers will be contacted so that the stock can be returned to them.

If they are able to remedy the problem and the order is still required, House of Fraser will accept re-delivery as long as the PO is still within the delivery window.

If House of Fraser receives orders that are closed or out of date, they will be rejected and placed back on the vehicle. As per House of Fraser's current procedures, each order will have a rejection letter stating why the orders have been refused at the NDC.

If House of Fraser are unable to get the goods returned instantaneously, then the rejected order(s) will be placed on the next available vehicle. Failing this, if the stock is not collected by the Supplier / carrier within 3 days, House of Fraser will return the stock at the cost of the Supplier. (Please also see Section 2.7 of this Manual.)

Examples **of reasons for rejection are:**

- a) Health & Safety
- b) House of Fraser stock is in the middle of the load of the vehicle
- c) Vehicle is contaminated with chemical/s or pest/s
- d) Vehicle contains hazardous & flammable goods

### **6.1.13 Product Re-Call**

It may be necessary for both parties to agree a product recall due to either faulty manufacturing or non-fulfilment of legal and safety requirements. The complete cost of the re-call will be charged to the Supplier.

When recalls are agreed, a returns debit note will be raised by each store and this will be submitted to the Supplier with the returned stock. A subsequent financial debit note will be raised and a copy sent to the Supplier from House of Fraser's Accounting Services. This debit note will be deducted from the Supplier's next remittance if there are funds within the account. If there are no available funds in the Supplier's account a statement will be submitted showing the balance due to House of Fraser and a cheque should be forwarded direct to Accounting Services to clear the balance.

If a dispute arises with any of the stock received, this must be submitted to Accounting Services for investigation.

### **6.1.14 Direct to Store Deliveries**

In exceptional circumstances, it may be agreed that Suppliers can deliver their PO direct to a House of Fraser store. This must be agreed before delivery with the House of Fraser Supply Chain Team and a loading bay slot agreed with the store.

#### **A. Booking in and Presentation of Deliveries**

For all deliveries to the back door of stores:

- A.1** The Supplier must book in the delivery with each individual store by contacting the store's loading bay. This is to ensure the delivery does not arrive at the store at the same time as any other scheduled vehicles. The Supplier must phone the store at least 24 hrs prior to their delivery.
- A.2** The person making the booking must quote the Supplier name and number, the House of Fraser PO number and the number of cartons/packs to be delivered.
- A.3** Each carton/pack must be clearly marked with:
- The Supplier's name and account number;
  - The House of Fraser PO number (which must be in date);
  - The delivery documentation must be fixed to the outside of the cartons using a window envelope, and must list the number of cartons and selling units; and
  - The cartons must be numbered 1 of, 2 of etc.
- A.4** Suppliers should use one of the following nominated carriers to deliver to stores:
- Citylink
  - TNT
  - Parceline

**B. On Arrival at a Store**

- B.1** The order will be checked to see if it is in date;
- B.2** The driver's paperwork will be signed for the number of cartons received; and
- B.3** For concession deliveries, the concession managers may be encouraged to sign for their own deliveries to avoid any delivery discrepancies.

**C. Delays**

If the carrier is going to be delayed for any reason, the store should be contacted to ensure it is still possible to deliver on that day as some stores have restricted windows in which to accept deliveries.

**D. Refusal of Deliveries**

Deliveries may be refused for one of the following reasons:

- It has not been booked in with the store;
- It was not delivered at the agreed time (unless the store has been previously notified);
- Packs are damaged within the consignment;
- Orders are out of date; or
- Cartons are labelled incorrectly.

**E. Loading Bay Restrictions**

Suppliers are encouraged to confirm with each store if any restrictions exist at their loading bay, e.g. a store is not able to accept a vehicle without a tail lift, to prevent any issues with unloading vehicles.



## **6.2 Supplier Compliance Parameters**

### **6.2.1 Supplier Performance**

House of Fraser is working closely with its Suppliers to maximise efficiency at all stages of the Supply Chain.

As part of this process, a number of key factors are monitored by the Supplier Compliance Team, based at the National Distribution Centre ('NDC'). If a delivery is received at the NDC that does not meet the required standard, then this will take more time to process and the cost of this unplanned work will be passed to the Supplier as a compliance charge. This charge will be communicated in a form of a debit note from House of Fraser's Supplier Compliance Team. The team can also assist Suppliers in identifying any issues and suggest potential solutions when a non-compliant delivery occurs. This will help Suppliers to avoid non-compliance issues in the future.

### **6.2.2 Performance Measures:**

- Accuracy;
- Order fulfilment;
- Timing;
- Presentation;
- Ticketing;
- Carrier Used;
- Quality of Product.

For details of measures, implications and charges please see the table below.

## Supplier Compliance Parameters / Implication of Charge

Compliance Measure	Implications of non-compliance	Charge / Cost at NDC.	Applicable to
<b>All Paperwork Supplied</b> - Each order must be accompanied by its individual packing list / invoice copy (documentation which lists the order content by line item & qty, also with the total delivery quantity).	Any queries or disputes over quantities received are more difficult to resolve with the absence of such delivery documentation.	<b>£50 per order</b>	<b>Bulk</b>
<b>ASN Completion</b> - Suppliers are required to provide an ASN (Advanced Shipping Note) detailing the line numbers and quantities for all PO's prior to delivery in to the NDC	The NDC will need to manually create the ASN based on what volume is actually delivered, this creates additional clerical duties within the NDC.	<b>£15 per every line or £100 (which ever is greater)</b>	<b>Bulk</b>
<b>Cartons to be Free From Metal Staples / Banding</b> - Carton openings must not contain metal staples, nor be secured by plastic or metal banding.	Delays within the receipt process as these bands must be removed from each carton. Also have potential for personal injury.	<b>£15 per carton</b>	<b>Bulk</b>
<b>Correct Carton Label</b> - Each Carton label must contain a House of Fraser label containing the purchase order number, line item number, size, colour and quantity of carton content.	Major delays to the receipts process as the contents of the stock must be validated by handling every unit in every carton.	<b>£15 per carton</b>	<b>Bulk</b>
<b>Incorrect Fill Material within Cartons</b> - Loose fill polystyrene, shredded newspaper and loose waste products must not be used.	Delays within the NDC, increased costs in processing waste.	<b>£15 per carton</b>	<b>Bulk</b>
<b>Single Lin per Carton</b> - Individual products (Line item numbers) must not be mixed within a carton, with the exception of the balance of the order. Each carton should contain only one unique line item number.	Major delays at the receipts process, as mixed line items must be segregated and accounted for.	<b>£15 per every hour or part thereof</b>	<b>Bulk</b>
<b>Stock on Pallets</b> - All stock must be delivered on sturdy pallet (equivalent to GKN pallet standard) measuring 1.0m x 1.2m.	Delays in processing of receipt as stock has to be transferred onto sturdy pallet (equivalent to GKN pallet standard) before this can be verified.	<b>£15 per every hour or part thereof</b>	<b>Bulk</b>
<b>ASN Accuracy</b> - Suppliers should ensure that the details and quantity of the ASN (Advanced Shipping Note) created for an order should match the line numbers and quantities they intend to deliver into the NDC.	Delay in receipting process.	<b>£15 per every line or £100 (which ever is greater)</b>	<b>Bulk</b>
<b>Extra Orders</b> - Suppliers should ensure that ALL orders are booked in before being delivered in to the NDC.	Unaccounted extra labour cost and volume of intake due to unbooked order.	<b>£250 per order</b>	<b>Bulk &amp; Cross Dock</b>
<b>No Show</b> - All confirmed Bookings must be honoured. Any cancellations must be called into the Booking Team 24hrs in advance of the booking time and an email must follow the phone call as confirmation.	Labour has been allocated to process specific orders, if these orders fail to be delivered it results in unnecessary cost.	<b>£250 per order</b>	<b>Bulk &amp; Cross Dock</b>
<b>Nominated Carrier</b> - Suppliers must use one of the nominated carriers. This streamlines the inbound distribution and ensures that suppliers are given appropriate booking time.	Delays in unloading vehicles at the NDC and delays in processing individual orders.	<b>£100 per order</b>	<b>Bulk &amp; Cross Dock</b>
<b>Over-bag per Garment</b> - Each hanging unit must be individually fully covered by a polythene bag.	If several garments are covered in one single bag, this has to be removed as the stock is separated. The stock then has to be individually covered by the NDC to protect the quality of the garment.	<b>£1.00 per unit</b>	<b>Bulk &amp; Cross Dock</b>
<b>Single Order Per Pallet</b> - House of Fraser purchase orders must not be mixed across several pallets. E.g.. Several small orders on a pallet is acceptable (only when they are consolidated and properly segregated) but several of the same order split across several pallets is not acceptable.	Delays the identification and receipting of orders at the NDC.	<b>£50 per order</b>	<b>Bulk &amp; Cross Dock</b>
<b>Ticketing</b> - All products should be price ticketed either with a HoF ticket or the supplier's own ticket (which would have to be agreed with the HoF Supply Chain Team, Buying Team and verified by the NDC).	Un-ticketed stock will have to be ticketed by the NDC team, prior to it being sent out to stores which causes delays in the processing of the stock through to the sales floor.	<b>£1.00 per unit</b>	<b>Bulk &amp; Cross Dock</b>
<b>Carton Accuracy</b> - The individual carton contents must exactly match the products and quantities listed in the ASN file.	House of Fraser stock holding will be incorrect, causing lost sales and stock issue.	<b>percentage of gross error less 0.5% applied to all invoices delivered during the 13 week period</b>	<b>Cross Dock</b>
<b>Correct Carton Label</b> - Each carton label must contain the House of Fraser purchase order number, store number, store name and unique carton barcode / carton ID.	Inaccurate/missing carton labels causes major delays with the receipt process.	<b>£15.00 per carton</b>	<b>Cross Dock</b>
<b>Late ASN</b> - The ASN created for every cross dock purchase order must be live by the time the order arrives at the NDC.	The NDC cannot process an order without a live ASN.	<b>£15 per every hour or part thereof</b>	<b>Cross Dock</b>

**ALL debits raised ( Bulk & Cross Dock) will be subject to £75.00 administration cost and VAT (when applicable).**

## 7. Import Procedures

### 7.1 Introduction

*Please view this section in conjunction to section 6 Deliveries in to House of Fraser*

The imports procedures are managed by House of Fraser's Logistics team.

Where Suppliers are unsure about any of the imports procedures, they should contact the Imports Team for more information. Alternatively, if a query relates to the products, quality, price, delivery dates etc, then Suppliers should speak to their House of Fraser contact person within the Buying Team.

#### HoF Import Contacts:

First contact  
Sarah Cousins  
Client Executive – Allport Cargo Services  
☎ 01895 206 164  
✉ [sarah.cousins@uk.allportcargoservices.com](mailto:sarah.cousins@uk.allportcargoservices.com)

Escalation  
Stephanie Currier  
Client Manager – Allport Cargo Services  
☎ 01895 206 158  
✉ [stephanie.currier@uk.allportcargoservices.com](mailto:stephanie.currier@uk.allportcargoservices.com)

House of Fraser has nominated Allport Cargo Services ('Allport') as their global nominated freight forwarder (carrier) and **all** sea/air imported merchandise must be shipped via Allport.

The responsibility of booking import goods into House of Fraser's National Distribution Centre ('NDC') rests solely with Allport.

**However it remains the responsibility of the supplier to create the ASN prior to the goods arriving at the NDC. Please refer to section 6.1.3 for further details.**

The logistics team's objective is to ensure that House of Fraser receives goods on time and in full to the NDC. This section of the Manual should be read in conjunction with Section 6 ('Deliveries into House of Fraser') to ensure that Suppliers' comply with our requirements.

**All direct import orders managed by Allport must be on an 'FOB' basis.**

**The import of any orders raised on a C&F basis must be fully managed into the NDC at Wellingborough by the supplier.**

The NDC has a compliance programme to check that Suppliers' deliveries meet these requirements. If Suppliers do not comply they may have to pay charges to cover the remedial costs incurred to House of Fraser's operation. Suppliers will be informed of any non compliance charges via a 'supplier compliance debit report' which is produced each month.

## 7.2 Direct Import Process (Critical Path)

House of Fraser's Suppliers and agents need to be aware of the ordering, shipment and despatch process for House of Fraser goods. **Note:** Allport will not accept any goods for shipment unless authorisation to ship has been confirmed by House of Fraser.

A PO will be issued by House of Fraser and, once production is underway, the ex factory date becomes the key date in the process.

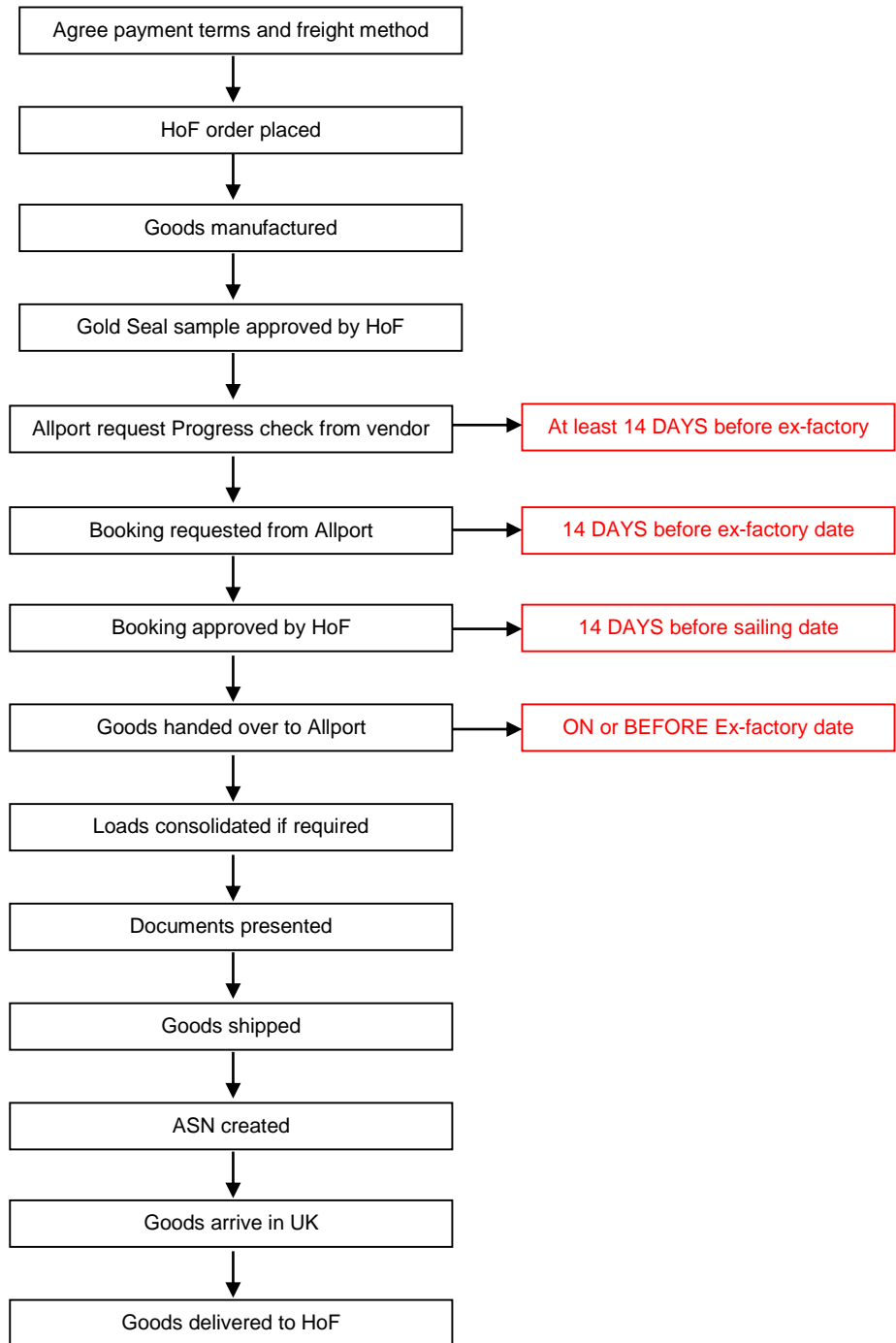
An Allport Origin Partner (AOP), will contact the vendor at least 14 days prior to shipment, vendors will be required to confirm the following

- Production started (Y/N)
- Planned inspection date (DD/MM/YR)
- Intended ship date (DD/MM/YR)
- PO quantity complete (Y/N)

Goods must be ready for despatch by the ex-factory date and a booking should be made with Allport for collection 14 days in advance of this date. The authorisation process will then come into effect. See Section 8.10 regarding ex-factory date.

Once the shipment has been authorised for despatch (Quality and Ship approval), goods should be delivered to the Allport container freight station (CFS) where they will be consolidated and prepared for shipment. At the point of despatch, all documents for shipment need to be made ready by the Supplier / Agent. It is important that the correct documents are provided. Allport will then take control of the goods and ensure they are shipped and delivered to the UK.

## Critical Path



### 7.3 House of Fraser Purchase Order ('PO')

The House of Fraser PO includes one critical date which must be adhered to by you.

**Ex-factory date** - the date the goods must leave the Supplier's premises and be delivered to Allport CFS.

Orders that fail to meet the ex-factory date may be subject to cancellation.

### 7.4 Booking Procedure

Gold Seal samples must be approved by House of Fraser before any booking request can be confirmed by Allport

- AOP will make contact with the Supplier / Agent 21 days prior to the early shipment date to confirm that the ex-factory date can be met.
- Vendors must submit their booking to AOP by the latest 14 calendar days prior to ex-factory date (Cargo Ready Date).
- Vendors must submit bookings via the standard Allport booking form to the local assigned AOP. In instances where the booking has too many line items for one booking form, vendors should expand onto a second form making it clear that it is a continuation form by using the "page \_\_\_ of \_\_\_" part of the form. The vendor must provide, as a minimum, details on the booking form as shown below:

- Vendor Name
- Manufacturer Name and Address
- House of Fraser ASN (advance shipping number)
- Origin
- Consignee
- Final Destination
- PO Number
- House of Fraser Item Number (s)
- Description of Item (s)
- Quantity of each item
- Style number (s) (article code)
- Line Item Number ('LIN');
- Season Code (s)
- Number of Cartons
- Weight in KGS and CBM (per PO item)
- Number of Pallets (where applicable)
- Packing Marks (Shipping Marks)
- Shipment Mode: CY, CFS, LCL or AIR
- Shipment Terms (i.e. FOB, FCA or EXW)
- Container Size and Type (CY Loads only)
- Number of Containers Required (CY Loads only)
- Port of Loading
- Port of Discharge
- Cargo Ready Date
- Solid Wood Packaging Material Yes or No (where applicable)
- Quota / Non-Quota
- Goods on Hangers ('GOH') / Boxed
- Indicate the payment method – Letter of Credit ('L/C') or Telegraphic Transfer

- An 'express bill' will be issued unless an Original Bill of Lading ('OBL') is requested on the booking form, clearly stating the consignee
- If an OBL is required, L/C numbers need to be indicated with the request
- AOP will use the Supplier's / Agent's information to check against the House of Fraser PO.
- If any discrepancies are noted AOP will send an exception report to House of Fraser on the same day for approval.
- Please note that House of Fraser will authorise all booking requests once the booking has been made with AOP.
- House of Fraser provides status updates to the AOP origin offices, who will in turn advise the Supplier / Agent.
- If House of Fraser provides the Supplier's / Agent's with instructions that differ to those from AOP , please forward the supporting email to AOP, who will follow up with the House of Fraser on the same day.
- The Supplier / Agent must inform the AOP office at once of any change / update or amendment.

The AOP contact list is shown on Appendix 3

If you have any issues relating to booking through the AOP please contact the Allport Cargo Services (HK) Account Management Team

## **7.5 CFS Cargo Receiving Procedures**

- Vendor must deliver cargo by purchase order, by SKU/item, LIN, by colour, by size, so that cargo can be loaded, block stowed nose to tail in complete purchase order/by item sequence. Non-compliance from vendors could result in application of a sorting charge as per Allport local tariff.
- Vendors must deliver cargo as follows: cartons should be received into the CFS loose loaded and GOH can be received on rails.
- Ensure that GOH are: Individually wrapped and individually ticketed. Tickets must be face up and visible. The order number and style number must be shown on the over-bag; and not in sets or bundles of garments.
  - Cargo should be delivered in such a manner that cartons are easy to count and labels are outward facing. Number each carton in sequence and ensure that it is referenced on the packing list;
  - Ensure that only the last carton in an order contains mixed LINs and is labelled 'MIXED';
  - A stamped mate's receipt will then be issued provided that customs clearance is completed.
- Upon receipt of goods in the AOP facility, cartons will be inspected as to condition and conformance with count to match the booking. Vendor should also ensure that cartons are marked according to the S/O (please refer to Section 6.1.5). House of Fraser does not accept shortages or overage.
- Any discrepancy or damage will also be noted on the tally sheet/mate's receipt which the vendor would receive.
- Check the condition of the carton. House of Fraser does not accept:
  - Wet;
  - Damaged;

- Open;
  - Crushed;
  - Loose;
  - Metal strapping;
  - Metal staples/clips;
  - Metal clasps; or
  - Hessian.
- Late deliveries should be applied for with the local AOP. Late deliveries are subject to approval and the late delivery charge will be applied as per the origin local tariff. All Late deliveries must be agreed to and co-ordinated locally.
  - Vendors must also adhere to the below procedures:
    - Notify AOP of any partial shipments;
    - Not make partial shipments outside the ship window (this is not permitted);
    - Complete and deliver partial shipments within three days; and
    - Not deliver cargo on the last day of window date ;
  - If there are no problems in receiving the goods, the tallymen will sign and record the actual receiving information on the mate's receipt;
  - Cut off time for the CFS will be advised locally by AOP .
  - If Suppliers / Agents need to apply for a late delivery, please contact AOP for approval. Late Come cut off is subject to request and at the discretion of AOP team.

#### **7.6 CY Cargo Receiving Procedure**

- CY/CY loads must be booked by the vendor using the standard Allport booking form giving PO number, cartons quantity, item numbers, item quantities, weight in KGS, CBM, number of containers, size & type of containers and all details as per section 5.
- Factory loading may only be authorised by HoF as the majority of shipments are expected to be consolidated via the CFS. CY/CY loads for items such as large homeware items (furniture) would typically be expected to load CY/CY. Once a vendor factory load booking has been approved by Allport UK the local AOP will continue with the booking release.
- Vendors must book a minimum of 14 calendar days prior to the Ex Factory Date .
- The vendor must book using the individual line item quantities. Should the vendor only provide the booked quantity in number of cartons or pallets, then AOP origin should request to the vendor to advise the total line item quantities.
- After receiving the booking, AOP will check if there are any booking exceptions and will confirm that HoF have given the order authorisation.
- Once the booking has been released by AOP to the vendor, any amendments to the S/O must be communicated by the vendor to AOP for validation.
- Vendor should collect and load container and then return it to the location advised by AOP and before the CY closing day/time.
- Vendor must have a Container Load Plan including packing list details attached to the inside of the container door.
- POs should not be split into two containers unless the volume of the purchase order exceeds one container or prior instructions have been received from House of Fraser. Vendor should ensure that Pos are



segregated by PO number, LIN, colour then size. Large sizes should be loaded first, left to right, bottom to top.

- For GOH, the House of Fraser ticket must be clearly visible on the garment with the 9 digit LIN facing up;
- GOH garments must be loaded by colour and size with the largest sizes first;
- Each change of colour and size must be marked with a flag divider;
- After AOP releases carrier booking to the Supplier / Agent for FCL, the container must be delivered directly to the steamship line yard before the vessel closing/cut-off date;
- Accurate weight and dimensions must be given by item and by LIN and must be provided when making and submitting a cargo declaration;
- Vendor submits a copy of the Factory Pack Declaration (FPD) and copies of all commercial documents to AOP on the same day as the container being loaded or container delivery to the CY. NB. Vendors must ensure that all vendor documentation contains the relevant PO number reference.
- Failure to submit timely documentation might result in a penalty assessment;
- The Supplier / Agent has to submit the mate's receipt to AOP as soon as possible once the container is delivered in to the terminal;
- For any additional amendment after the declaration, the Supplier / Agent will be responsible for the amendment fee issued from the carrier and an additional administrative charge from AOP;

Shipper is responsible to ship to the same PO/LIN as the booking indicates;

## **7.7 Documentation**

- The Supplier / Agent must submit a full set of documents (one original and 2 copies) to AOP on the day of loading the CY container to delivery to the CFS, and no later than five days after the vessel sailing;
- For deliveries by air freight, all documentation should accompany the cargo, therefore should be submitted to AOP upon delivery of the cargo to the CFS;
- For all shipments, the Fowarder's Cargo Receipt ('FCR') / Bill of Lading will be provided to the Supplier / Agent unless a special request has been made on the S/O and approved by House of Fraser;
- If appropriate, the original Export Licences (TTR) & original quota document should be submitted to AOP prior to the CFS or CY closing;
- All cargo will be held if the original Export Licences (TTR) & quota document have not been received before closing and House of Fraser will be notified by AOP. ;
- The confirmation number and EDI Licence copy should be faxed to AOP office before closing;
- If appropriate, the original Generalised System of Preference Certificate should be submitted no later than 5 days after the vessel sails;
- If appropriate, the original Fumigation Certificates should be submitted within 5 days after the vessel sails;
- The FCR or Bill of Lading will be issued when:
  - a complete set of documents has been received; and
  - the vessel has sailed; and
  - all origin charges have been paid.
- AOP will use the shipper name / address shown on the S/O;
- FCRs are never back-dated;

- The items below should be included when the FCR/Bill of Lading is picked up:
  - Company cheque/cash for payment; or
  - Mate's receipt; or
  - Company CHAP.

If the Supplier / Agent does not pick up the FCR/Bill of Lading in person, the Supplier / Agent must issue an authorisation letter on their company letter head, with an authorised signature, to the nominated person who picks up the FCR/Bill of Lading.

**Where a Supplier is unsure of the documents required, they should check with their local AOP contact before proceeding.**

## 7.8 Consignee (Who to Address Goods to)

### **Consignee:**

House of Fraser  
 c/o Allport Limited  
 Allport House  
 Thurrock Park Way  
 Tilbury  
 Essex  
 RM18 7HZ  
 +44 1375487900

### **Notify Party Airfreight Consignments Only:**

Mark Sidwell  
 House of Fraser  
 c/o Allport Limited  
 Hayes Road  
 Heathrow Airport  
 UB2 5ND  
 + 44 208 867 7828

### **Notify Party Sea Freight Only:**

Chris McNeil  
 House of Fraser  
 c/o Allport Limited  
 Allport House  
 Princes Street  
 Northam  
 Southampton  
 SO14 5 RP  
 + 44 2380 835873

## 7.9 Transit Schedule

Transit schedules will be issued on a four weekly basis direct to the vendor. All closing days and sailing days are as per Allports's guidelines.

Orders raised by House of Fraser will be scheduled for delivery according to the following transit schedules,

China	Dalian	Tues	Fri	Tues	Thurs	33 days
China	Hong Kong	Mon	Fri	Tues	Thurs	23 days
China	Huangpu	Sat	Fri	Tues	Wed	27 days
China	Ningbo	Tues	Tues	Thurs	Sat	28 days
China	Qingdao	Tues	Mon	Wed	Sat	31 days
China	Shanghai	Mon	Fri	Tues	Thurs	32 days
China	Tianjin	Sun	Thurs	Mon	Thurs	33 days
China	Xiamen	Thurs	Wed	Fri	Mon	30 days
China	Yantian	Fri	Thurs	Mon	Tues	21 days
Indonesia	Jakarta	Sat	Wed	Mon	Tues	30 days
Malaysia	Port Klang	Thurs	Tues	Fri	Mon	23 days
Philippines	Manila	Mon	Wed	Sat	Wed	30 (via SIN)
Taiwan	Keelung / Kaohsiung	Wed	Fri	Tues	Wed	30 day
Thailand	Bangkok	Fri (1700)	Wed	Fri (1700)	Mon	29 days
Vietnam	Vietnam	Fri	Wed	Sat	Mon	28 days

#### 7.10 Rejected Goods

If House of Fraser rejects the Supplier's goods on delivery to NDC, the Supplier must collect them (see section 2.7). If the Supplier has stated that they do not require the goods to be returned then the goods will be disposed of and the cost of disposal charged to the Supplier.

#### 7.11 Invoices

Each Purchase Order ('PO') must be invoiced separately.

Suppliers on open account must send their invoices to:

House of Fraser  
4th Floor South Wing  
Granite House  
31 Stockwell Street  
Glasgow  
G1 4RZ

☎: +44 (0)141 553 4900  
Fax: +44 (0)141 553 4995

Suppliers on bank payment (Direct Account, Direct Payment or Letter of Credit) must instruct their bank to forward documents to:

HSBC Bank PLC  
Trade & Supply Chain Service Centre  
PO Box 322  
3<sup>rd</sup> Floor, 4 Hardman Square  
Spinningfields

Manchester  
M3 3EB

Any Agent's commission payable on the invoice should be split out from the invoice total and shown separately as Agent's commission on the invoice. This will allow all duty payments made at the destination to be calculated correctly.

#### **7.12 Payment Terms**

Settlement discount terms are as agreed with House of Fraser.

Payment is always made against invoices received less debits raised.

House of Fraser will not make payment to a Supplier before the goods have been receipted, signed for and checked against the terms of the order. If the goods have not been received within the invoice periods described, payment will be delayed to the subsequent period.

Any delay in processing invoices caused by fault on the part of the Supplier will not affect House of Fraser's entitlement to settlement discount.

Invoices will become due for payment 90 days from date of the invoice or goods received date, whichever is the latter. Invoices will be included in the next available payment run following the due date. All payment runs at House of Fraser are processed on a Saturday and include invoices with a due date in the previous week.

The remittance advice will be posted out on the Monday following the Saturday payment run and funds will be lodged into the bank account 2 working days later.

There will be exceptions due to Public Holidays.

Both the NDC and individual stores are allowed up to three business days from the date of delivery to receipt merchandise on a line by line basis.

Invoices cannot be cleared for payment until they have been checked against the information on the goods received note.

## **8. Quality Assurance**

### **8.1 The House of Fraser Quality Policy**

It is essential that the Quality Assurance procedures described in this section are understood and consistently applied by Suppliers. The procedures have been designed to control the quality of goods available in House of Fraser stores and will ensure that the merchandise detailed on the order is delivered to the correct specification at the right time.

Suppliers must operate a Quality Assurance system that ensures that all merchandise is:

1. fit for purpose
2. of satisfactory quality
3. safe when used in a reasonable manner
4. in accordance and conforms to all relevant legal requirements

All Suppliers to House of Fraser must take ownership for providing a quality assured service as part of their trading agreement. Suppliers are required to read and fully understand the Terms and Conditions of Purchase (please see Section 2 of the Manual) which they will have received at the commencement of their set up with House of Fraser.

Suppliers must ensure all members of staff fully understand the requirements set out in this Manual.

By supplying House of Fraser, you are bound to our Terms and Conditions of Purchase which require the Suppliers to comply with all the Quality Assurance procedures as set out in this pack.

For full details of our Quality Assurance requirements please follow the link to QA section within the House of Fraser Supplier Website:

[www.hofsuppliers.co.uk/info/suppliermanual.html](http://www.hofsuppliers.co.uk/info/suppliermanual.html)









### **8.2 Legal Requirements**















It is the Supplier's responsibility to ensure that goods supplied to House of Fraser conform to UK and European Regulations, in addition to British Standard Institute (BSI) guidelines. Suppliers must be fully aware of all current Regulations and Standards applicable to their products.

The guidelines offered under this section are based on extracts from the original documents, which are subject to revision and amendment without notice. It is strongly recommended you purchase copies of the relevant documents from HMSO bookshops: [www.hmso.gov.uk](http://www.hmso.gov.uk).

Suppliers of specialist products are required to demonstrate their expert knowledge, including risk assessment procedures and due diligence within their supply chain.

## 9. Contact Details

<b>Company Name and Address</b>	House of Fraser (Stores) Limited Store Support Centre 27 Baker Street London W1U 8AH	 0207 003 4000 Fax  0207 003 4001 :
<b>Registered Company Address</b>	Granite House 31 Stockwell Street Glasgow G1 4RZ	
<b>Company Registration Number</b>	10677	
<b>VAT Number</b>	25 99 78 879	
<b>Invoice Address</b>	House of Fraser Accounting Services Granite House, 4 <sup>th</sup> Floor 31 Stockwell Street Glasgow G1 4 RZ	 0141 553 4900 Fax  0141 553 4995 :
<b>House of Fraser Delivery Address</b>	House of Fraser National Distribution Centre Park Farm Industrial Estate Shaw Close Wellingborough NN8 6BN	 0844 800 3777
<b>HoF Furniture</b>	Paresh Maisuria Logistics Manager	 0207 003 4142  <a href="mailto:pmaisuria@hof.co.uk">pmaisuria@hof.co.uk</a>
<b>HoF Imports</b>	Sarah Cousins Client Executive (Allport)	 01895 206 164  <a href="mailto:sarah.cousins@uk.allportcargoservices.com">sarah.cousins@uk.allportcargoservices.com</a>

<b>Supplier Compliance Team</b>	House of Fraser National Distribution Centre Park Farm Industrial Estate Shaw Close Wellingborough NN8 6BN	 	0844 800 3777 <a href="mailto:ndc-compliance@hof.co.uk">ndc-compliance@hof.co.uk</a>
<b>NDC Helpdesk</b>	As above	 	0844 800 3777 <a href="mailto:ndc-helpdesk@hof.co.uk">ndc-helpdesk@hof.co.uk</a>
<b>NDC Bookings</b>	As above	 	0844 800 3777 <a href="mailto:ndc-bookings@hof.co.uk">ndc-bookings@hof.co.uk</a>
<b>IT Service Desk</b>	Capgemini Polska Uniwersytecka 13 40-007 Katowice Poland	 	0203 450 2957 <a href="mailto:hhofis@hof.co.uk">hhofis@hof.co.uk</a>
<b>Home &amp; Retail Furniture Depots London</b>	Home & Retail Units 43-47 Phoenix Distribution Park Phoenix Way Heston TW5 9NB	 	Paul Foster 0151 678 9369  <a href="mailto:inbounds@homeandretail.co.uk">inbounds@homeandretail.co.uk</a>
<b>Tamworth</b>	Home & Retail Unit 51, Drayton Manor Business Park Coleshill Road, Fazeley, Tamworth B78 3XN	 	Paul Foster 0151 678 9369  <a href="mailto:inbounds@homeandretail.co.uk">inbounds@homeandretail.co.uk</a>
<b>Wirral</b>	Home & Retail Unit 1 Champions Business Park Arrowe Brook Rd Wirral CH49 0UQ	 	Paul Foster 0151 678 9369  <a href="mailto:inbounds@homeandretail.co.uk">inbounds@homeandretail.co.uk</a>

## 10. Glossary of terms

<b>ASN</b>	Advanced Shipping Note
<b>BACS</b>	Bank Automated Clearing System
<b>BDC cartons</b>	Bulk Delivery Cartons- cartons in accordance with British Health and Safety Guidelines
<b>BHT free</b>	A protective bag free of Butyl Hydroxyl Toluene that stops textiles becoming yellowed by the effects of light
<b>BHTA test method</b>	Safety test to check the volume shed by pile fabric
<b>B/L</b>	Bill of Lading: documents of title issued by ALLPORT for all HoF shipments. Used as leverage by the suppliers to guarantee payment for the goods
<b>Bonded status</b>	Term used by HM customs to describe goods held in a nominated site prior to distribution, where import duty has not yet been paid
<b>CBM</b>	Cubic Meters
<b>C&amp;F / CFR</b>	Cost and Freight
<b>Certificate of Origin</b>	Certificate stating the original country where the goods were sourced. Used for custom clearance in the UK
<b>CFS</b>	Cargo Freight Station
<b>Completion date</b>	Final date by which the order must be delivered to the National Distribution Centre
<b>Cross Dock</b>	Pre-allocated deliveries into the NDC
<b>CY</b>	Container Yard
<b>Debit note</b>	This is a note which is raised to cover for example, shortages, items not delivered, handling or processing charges. The figure on the debit note is the amount of the invoice that will not be paid
<b>EAN</b>	European Article Number
<b>EDI</b>	Electronic Data Interchange
<b>ETA</b>	Estimated time of arrival of goods into the UK



<b>ETD</b>	Estimated time of departure
<b>Export licence (E/L)</b>	A licence in the form of a certificate, issued by the country where the goods are manufactured, certifying that they may be exported
<b>GOH</b>	Goods on Hangers
<b>GRN</b>	Goods Received Note – raised by HoF stores and the NDC when they receive the goods
<b>GSP</b>	Generalised System of Preference – A separate export agreement issued by suppliers to allow a reduced rate of duty to be claimed at customs clearance on the UK. Intended to encourage certain countries to export goods
<b>GWP</b>	Gift With Purchase
<b>HMSO</b>	Her Majesty's Stationary Office
<b>IMT</b>	International Monetary Transfer
<b>LC</b>	Letter of credit: payment method where the supplier will conform to specific requirements laid out by HoF and in turn be guaranteed payment where all terms of the LC are adhered to
<b>LIN</b>	Line Item Number – the HoF identification for individual colour and size options
<b>NDC</b>	National Distribution Centre for delivery of all goods before despatch to store
<b>Nominated Carrier</b>	A transport company nominated by HoF to deliver merchandise to the NDC or to stores
<b>OBL</b>	Original Bill of Lading
<b>OTB</b>	Open to buy. The amount of money available to buy merchandise
<b>Own Bought</b>	Merchandise selected by House of Fraser buyers
<b>Packing list</b>	A detailed list of delivered merchandise
<b>Pre-ticketed</b>	Merchandise ticketed with the correct House of Fraser price ticket prior to delivery at the NDC or to stores
<b>QA</b>	Quality Assurance – A process of setting product development procedures and quality assurance processes to ensure the necessary quality is achieved and products comply with UK and European regulations and good practices

<b>Quota</b>	This is a trade agreement between the EEC and particular countries that can limit the quantity of goods into the EEC. It allows the EEC to control their flow of goods. There are different types of quota
<b>Remittance advice</b>	Confirmation of payment to the supplier
<b>S/O</b>	Shipping Order
<b>Settlement discount</b>	A discount deducted by House of Fraser for prompt payment
<b>SKU</b>	Stock Keeping Unit – The lowest level of identification for individual colour and size options
<b>SSC</b>	House of Fraser's Store Support Centre
<b>Supply Chain</b>	The process of events involved in moving stock from where it is made to where it is sold
<b>Terms and Conditions</b>	The Terms and Conditions of dealing with House of Fraser
<b>T/T</b>	Telegraphic Transfer
<b>Transit packaging</b>	Packaging used to protect the merchandise whilst being transported
<b>Waybill</b>	A receipt for cargo, issued by the freight forwarder or the main line carrier

## Appendix 1

### Product Specific Packing Requirements

<b>Bags / Purses / Luggage / Belts</b>	<ul style="list-style-type: none"> <li>• All buckles and clasps are to be protected by wrapping to avoid them rubbing on the leather or leaving imprints on the main body of the product material.</li> <li>• Inner fill must be sufficient to "inflate" the item; however the supplier must not use any loose fill polystyrene or newspaper.</li> <li>• Each single sales unit must be individually poly bagged and sealed with tape.</li> </ul>
<b>Jewellery</b>	<ul style="list-style-type: none"> <li>• Must be correctly packed as specified by the buyer dependent on the point of sale unit that will be used in stores, i.e. card or boxed sets.</li> </ul>
<b>Hosiery and Lingerie</b>	<ul style="list-style-type: none"> <li>• All products are to be ticketed with the House of Fraser price ticket, placed adjacent to the existing bar code.</li> <li>• Any items that are specified by the buyer to be hung on hangers must have a swing ticket attached with a 40mm nylon barb to the size label.</li> </ul>
<b>Sunglasses</b>	<ul style="list-style-type: none"> <li>• These are to be individually protected by a poly bag within its own presentation case.</li> </ul>
<b>Hats</b>	<ul style="list-style-type: none"> <li>• Hats are to be packed with the stuffer within the head area and any stiff brims suitably protected at the edges.</li> </ul>
<b>Soft Accessories</b>	<ul style="list-style-type: none"> <li>• Gloves and scarves to be individually packed in poly bags with the price ticket attached and visible.</li> </ul>
<b>Toiletries</b>	<ul style="list-style-type: none"> <li>• Any glass bottle items are to be suitable protected by individually bubble wrap or alternatively using dividers between the items, to avoid any rubbing or breakage.</li> <li>• Items with stoppers and caps are to be sealed with either a plastic protective seal or tape to avoid spillage and tampering.</li> <li>• Soaps are to be suitably packed to avoid chipping and splintering.</li> </ul>
<b>China, Ceramics, Glass</b>	<ul style="list-style-type: none"> <li>• Boxed presentation packs must contain the item securely to avoid contact with other contents.</li> <li>• Single items must be individually boxed within the outer carton.</li> <li>• Where it has been agreed to ship loose product, this must have suitable protective wrapping around each item before being placed into an outer carton.</li> <li>• In all cases, modern packing materials such as padded craft paper, foam wrap &amp; blocks, bubble wrap, air cap bags and corrugated paper should be utilized to protect the product whilst in transit.</li> </ul>

<b>Mirrors and Pictures</b>	<ul style="list-style-type: none"> <li>All individually presented pictures and mirrors must have protective corners, bubble wrap and contained in a carton of double wall thickness.</li> </ul>
<b>Lighting</b>	<ul style="list-style-type: none"> <li>Bases should be bubble – wrapped and presented in cartons</li> <li>Shades are to be individually wrapped</li> </ul>
<b>Rugs</b>	<ul style="list-style-type: none"> <li>All rugs should be individually rolled 'pile in', and placed in polybag</li> <li>Multiples should then have a woven polyprop bag as an outer containing the agreed quantities.</li> </ul>
<b>Cushions</b>	<ul style="list-style-type: none"> <li>All cushions are to be individually wrapped unless it has been agreed to pack in stocking multiples.</li> </ul>
<b>Photograph Frames</b>	<ul style="list-style-type: none"> <li>All frames should be individually boxed and the glass within the unit must be secure and have protective wrapping in order to prevent breakage.</li> </ul>
<b>Basketware</b>	<ul style="list-style-type: none"> <li>Where basket ware will not reasonably fit into standard size cartons because of irregular shapes and sizes, it may be packed in polyprop bags and held firm on the pallet with stretch film. Packing quantities must be agreed in order to maximise stocking multiples and reduce additional processing.</li> </ul>
<b>Upholstery</b>	<ul style="list-style-type: none"> <li>All facings and edges are to be protected with bubble wrap, foam padding or similar 'cushion type' impact resistant material.</li> <li>'Skirts' of the units are to be tied off.</li> <li>The unit should be placed in either a full or half – corrugated tray which must extent to at least 15 cm up the sides, front and back. If half trays are used, each side should cover at last one third of the length of the base.</li> <li>Castors / bun feet must be fitted into protective 'blocks' within the tray. Any product with stub legs which are likely to protrude outside / through the tray must be bound with bubble wrap, foam padding or similar 'cushion type' impact resistant material.</li> <li>The entire unit must be sealed in an outer poly wrap of a 500-gauge minimum, taped at the corners, and NOT stapled.</li> </ul>

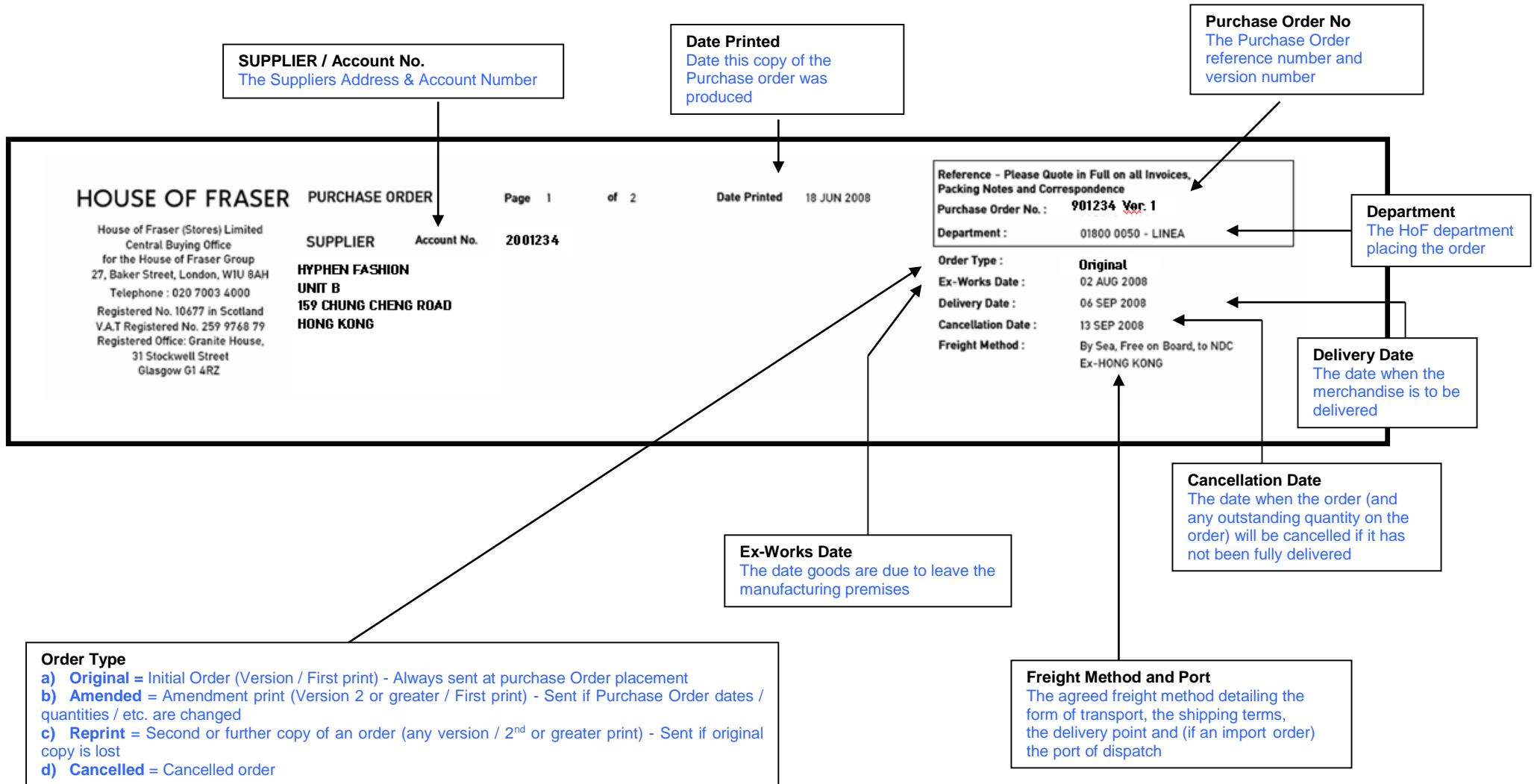
<p><b>Cabinets - Assembled</b></p>	<ul style="list-style-type: none"> <li>• All facings and edgings are to be protected with a scratch resistant liner, then bubble wrap, foam padding or similar 'cushion type' impact resistant material. Plastic or foam corner blocks should be used on all prominent edges.</li> <li>• All internal fittings must be wrapped and secured within the unit with a diagrammatic user instruction guide where required. Internal lighting connections and bulb replacement should be specified.</li> <li>• Glass shelves must be wrapped in bubble wrap and packed with the unit in a secure fashion. A "Fragile Glass" label must be attached to the exterior of the unit. Permissible weight and replacement information should also be included.</li> <li>• The outer casing / carton must be of double wall-fluted corrugated cardboard and taped NOT stapled. Where top and base caps are used, these must be secured so they stay in place whilst the unit is being transported. Transit strips should be added where the weight of the unit determines that it needs additional protection.</li> <li>• If the weight of the single unit exceeds 85 kilos, this must be stated on the carton to alert distribution personnel that additional handling support may be required.</li> <li>• Universally accepted pictograms should be printed on the carton to illustrate correct handling and storage procedures.</li> </ul>
<p><b>Tables and Chairs – Assembled</b></p>	<ul style="list-style-type: none"> <li>• Tabletops should be protected with a scratch resistant liner, then bubble wrap, foam padding or similar 'cushion type' impact resistant material. Plastic or foam corner blocks should be used on all prominent edges.</li> <li>• Centre Leafs should be protected in the same way as tops and secured to prevent movement, within the frame of the table. Where design does not allow integral storage, the leafs must be clearly labelled to indicate where they belong.</li> <li>• The outer tabletop capping must be of double wall-fluted corrugated or similar and taped.</li> <li>• Table legs / castors / underframes must be bound with bubble wrap, foam padding or similar 'cushion type' impact resistant material.</li> <li>• Chairs are to be individually protected with bubble wrap, foam padding or similar 'cushion type' impact resistant material and boxed, fully corrugated or bagged. Pairs should have cardboard liners to protect from chafing.</li> </ul>

<p><b>Self-assembly cabinets and Bed frames</b></p>	<ul style="list-style-type: none"> <li>• These items must be packed in double wall corrugated cartons with all components secured to prevent movement within the cartons. All products should have a full set of assembly instruction with details of the parts kit, which should be contained in a polybag.</li> <li>• Universally accepted pictograms should be printed on the carton to illustrate correct handling and storage procedures such as, "This way up" markings. If glass is packed within the carton, this must be particularly identified on the box.</li> </ul> <div data-bbox="914 499 1034 595" style="text-align: center;"> </div> <ul style="list-style-type: none"> <li>• The gross weight should be marked on the outer carton.</li> <li>• Component parts that make up the final sales unit must be clearly labelled.</li> <li>• Ensure the delivery and order information label is placed in a highly visible position and not obscured by any packaging material.</li> </ul>
<p><b>Self-assembly Tables</b></p>	<ul style="list-style-type: none"> <li>• These items must be packed in double wall corrugated cartons with all components secured to prevent movement within the carton. and protected with bubble wrap, foam padding or similar 'cushion type' impact resistant material.</li> <li>• All products should have a full set of assembly instruction with details of the parts kit which should be contained in a polybag.</li> <li>• Handling, weight and identification details will be identical to cabinets.</li> <li>• Components parts that make up the final sales unit must be clearly labelled.</li> </ul>
<p><b>Beds and Mattresses</b></p>	<ul style="list-style-type: none"> <li>• All bases are to be protected at the corners and edges by either bubble wrap, foam padding or similar 'cushion type' impact resistant material</li> <li>• Legs are to be detached and placed with the unit or attached to the base in a separate bag.</li> <li>• All zips or sharp edges must receive special attention to ensure they do not pierce the outer bag.</li> <li>• Mattresses should have protective corner caps or be double bagged.</li> <li>• All bases and mattresses are to be protected by an outer poly wrap of a 500 minimum gauge, or purpose made bag and taped NOT stapled.</li> </ul>
<p><b>Headboards</b></p>	<ul style="list-style-type: none"> <li>• Headboards are to be boxed and protected at the corner and edges with either bubble wrap, foam padding or similar 'cushion type' impact resistant material.</li> </ul>
<p><b>Garden and Conservatory Furniture</b></p>	<ul style="list-style-type: none"> <li>• All products must be packaged as per the previously stated 'tables and chairs' section with relevance to either the assembled or self – assembly specifications.</li> </ul>

<b>Rattan</b>	<ul style="list-style-type: none"><li>• All rattan furniture must be either boxed individually or covered entirely by protective wrapping. This protection must NOT take the form of waxed paper or cardboard.</li><li>• Loose items must be covered with suitable protective wrapping around each item then placed in an outer carton so as to prevent rubbing.</li></ul>
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## Appendix 2

### BOX A: Purchase Order Header Information





## BOX B: Purchase Order Details

**Special Instructions**  
 Special Instructions are printed as the first details on the Purchase Order. They are specific instructions to the supplier related to the specific order. Compliance is a contractual obligation.

**Purchasing Multiple**  
 The purchasing unit quantity (e.g. Carton (6))

<b>Special Instructions</b>			
Instruction Type	Article	Item	Instruction
Labelling			
Packaging			
Special	All Articles	All Items	Deliver into Exel by 020808. If the 'into Exel' date is not met then the order is subject to cancellation.
Special	All Articles	All Items	020808.Goods From HONG KONG
Special	All Articles	All Items	Please ensure that gold seals arrive at least 2 weeks before the order is due to be delivered into Exel.

Line No.	Article / Item No.	Description	HoF Colour	HoF Sizes	Purchasing Multiple	Supplier Reference	Total Units	Unit CPTe USD	Total CPTe USD
							<b>580</b>		
1	111222333	BLACK	BLACK	S		CHK SUIT BLK S 01	100	100	10000
2	111222444	BLACK	BLACK	M		CHK SUIT BLK M 01	200	110	22000
3	111222555	BLACK	BLACK	L		CHK SUIT BLK L 01	200	110	22000
4	111222666	BLACK	BLACK	XL		CHK SUIT BLK XL 01	80	110	8800

**Delivery Address :** 1600 NATIONAL DIST. CENTRE  
 NDC  
 The Apex  
 Northfield Drive  
 Northfield  
 Milton Keynes  
 MK15 0DB

**Description**  
 A description of the article

Description of additional product attribute (often size)

Description of key attribute of product (often colour)

Total cost price per line

Unit cost price per item in purchase currency

Totals no of units ordered per item

**Supplier Reference**  
 Supplier product reference

**Delivery address**  
 The address where the goods items are to be delivered

**Article / Item No.**  
 The article number is a HoF style code.

**BOX C: Order Summary Details**

**HOUSE OF FRASER PURCHASE ORDER**

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House of Fraser (Stores) Limited  
 Central Buying Office  
 for the House of Fraser Group  
 27, Baker Street, London, W1U 8AH  
 Telephone : 020 7003 4000  
 Registered No. 10677 in Scotland  
 V.A.T Registered No. 259 9768 79  
 Registered Office: Granite House,  
 31 Stockwell Street  
 Glasgow G1 4RZ

**SUPPLIER Account No. 2001234**

**HYPHEN FASHION  
 UNIT B  
 159 CHUNG CHENG ROAD  
 HONG KONG**

Reference - Please Quote in Full on all Invoices,  
 Packing Notes and Correspondence  
 Purchase Order No. : **901234 Ver. 1**  
 Department : 01800 0050 - LINEA

Order Type : **Original**  
 Ex-Works Date : 02 AUG 2008  
 Delivery Date : 06 SEP 2008  
 Cancellation Date : 13 SEP 2008  
 Freight Method : By Sea, Free on Board, to NDC  
 Ex-HONG KONG

**Trading Terms and Conditions**

Acceptance of this Agreement or Purchase Order constitutes  
 acceptance of the terms and conditions specified in the House of  
 Fraser Supplier Manual - Working with Suppliers

<b>Total Units on Order</b>		<b>580</b>
<b>Total Cost Value</b>	<b>USD</b>	<b>62800</b>

Signed on behalf of House of Fraser

### Appendix 3 Allport Contact Details

1. CONTACTS AND DETAILS						
ORIGIN		Company	Name	Designation	Tel. #	Email:
China	Hong Kong Account M.ment	Allport Cargo Services	Fiona Lai Gloria Leung Angel Ng*	Senior Manager - O-CMT Account Manager – O-CMT Account Executive – O-CMT	+852 2439 3933 +852 2439 3949 +852 2439 3867	<a href="mailto:FionLai@cargofe.com">FionLai@cargofe.com</a> <a href="mailto:GloriaLeung@cargofe.com">GloriaLeung@cargofe.com</a> <a href="mailto:AngelNg@cargofe.com">AngelNg@cargofe.com</a>
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China	Guanzhou & Shunde	Allport Cargo Services	Guo Ping Karen Yu Mark Yu*	Op's and Doc's Manager Section Chief LIMA Clerk	+86 208 130 1795 +86 208 102 2499 +86 208 107 1643	<a href="mailto:GuoPing@cargofe.com">GuoPing@cargofe.com</a> <a href="mailto:KarenYu@cargofe.com">KarenYu@cargofe.com</a> <a href="mailto:MarkYu@cargofe.com">MarkYu@cargofe.com</a>
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China	Ningbo	Allport Cargo Services	Andrew Zhang Carol Zhou*	Assistant Operations and Doc's Manager Section Chief	+86 574 8702 8605 +86 574 8702 8677	<a href="mailto:AndrewZhang@cargofe.com">AndrewZhang@cargofe.com</a> <a href="mailto:CarolZhou@cargofe.com">CarolZhou@cargofe.com</a>
China	Qingdao	Allport Cargo Services	Kiki Liu June Lei Ashley Li*	Operations & Documents Manager Section Chief Operational Contact	+86 532 6809 5121 +86 532 6809 5129 +86 532 6809 5001	<a href="mailto:KikiLiu@cargofe.com">KikiLiu@cargofe.com</a> <a href="mailto:JuneLei@cargofe.com">JuneLei@cargofe.com</a> <a href="mailto:AshleyLi@cargofe.com">AshleyLi@cargofe.com</a>
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Indonesia	Jakarta	Speedmark	Shinta Kristianti	Supervisor	+62 21 7980 660	<a href="mailto:shinta.kristianti@ritra.com">shinta.kristianti@ritra.com</a>
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Vietnam	Ho Chi Minh	Sunny Trans	Juli Thanh Nini Khanh	General Manager Operational Contact	+84 839 411213 +84 839 402741	<a href="mailto:juli.thanh@sunnytrans.com.vn">juli.thanh@sunnytrans.com.vn</a> <a href="mailto:nini.Khanh@sunnytrans.com.vn">nini.Khanh@sunnytrans.com.vn</a>

<b>DESTINATION</b>	<b>Company</b>	<b>Name</b>	<b>Designation</b>	<b>Tel. #</b>	<b>Email:</b>
Destination Client Management (D-CMT)	Allport Cargo Services	Laura Sweetman	Operations Manager	+441895 206 169	<a href="mailto:Laura.Sweetman@uk.allportcargoservices.com">Laura.Sweetman@uk.allportcargoservices.com</a>
		Stephanie Currier	Client Manager	+447748 334 681 +441895 206 158	<a href="mailto:Stephanie.currier@uk.allportcargoservices.com">Stephanie.currier@uk.allportcargoservices.com</a>
		Sarah Cousins	Client Executive	+447884 117 658 +441895 206157 +447768 607351	<a href="mailto:Sarah.Cousins@uk.allportcargoservices.com">Sarah.Cousins@uk.allportcargoservices.com</a>
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		Chris McNeil	Customer Service Team Leader	+442380 835795	<b>Christopher.Mcneil@uk.allportcargoservices.com</b>
		Jennifer English	Operation Contact	+442380 835865	<b>STN_Blue@uk.allportcargoservices.com</b>