

## House of Fraser's Orders By Email Process Frequently Asked Questions

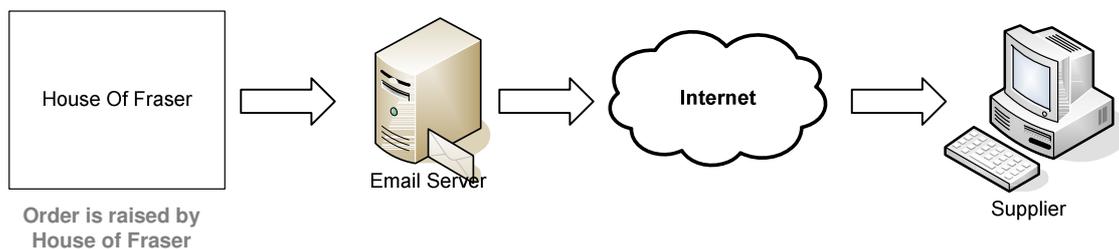
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### 1. What is House of Fraser's Orders by Email service?

Orders by Email is a communication type that allows purchase orders to be sent electronically to suppliers that do not have the IT ability to receive electronic orders in the other formats offered, therefore, cutting out paper-based orders.

### 2. How does House of Fraser's Orders by Email service work?

The email that the supplier receives contains the order numbers that are new, amended or cancelled. A copy of the purchase order is also attached to the email in a PDF format. This can then be printed off by the supplier.



### 3. What is the main benefit of the service?

The main benefit of orders by email is the improved efficiency. Orders will be received by the supplier sooner and with greater accuracy.

### 4. Does this service replace House of Fraser's requirement to trade electronically via EDI/FTP?

No, House of Fraser is still committed to moving its whole supply base to EDI/FTP. This service will only replace Fax and Post as communication methods. EDI/FTP will always be House of Fraser's first choice of communication with suppliers.

### 5. Who runs the service?

The service is operated exclusively by House of Fraser. No third party provider is involved.

### 6. Is there a charge for this service?

No. This is a free-to-use service for all suppliers that trade with House of Fraser.

### 7. How can I join the service?

If you are trading with House of Fraser as a Bulk supplier, please complete the Connection registration at – <http://www.hofsuppliers.co.uk/info/BulkDeliveries.html>

If you are trading with House of Fraser as a Crossdock supplier, please complete the Connection registration form at - <http://www.hofsuppliers.co.uk/info/Crossdock.html>

### 8. Who do I contact if I have any problems when using the service?

If you have not received your order or are experiencing any other problems, please contact House of Fraser's IT Service Desk, either by email: [hhofis@hof.co.uk](mailto:hhofis@hof.co.uk) or by phone: +44 [0] 203 450 2957. The Service desk will assist you with any problems. For any problem which they are

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unable to resolve immediately you will be given a fault reference number and the problem will be passed to a support team for investigation and resolution.

### 9. Is the service likely to demand extensive IT resource?

You will require the following pieces of hardware and software:

- A PC that is connected to the internet to receive the order emails
- A printer is required to print off the purchase orders that are sent
- A group email address (personal email addresses are not accepted)
- In order to open the attached PDF purchase orders you will require Adobe Reader to be setup on your PC (this can be downloaded for free from [www.adobe.co.uk](http://www.adobe.co.uk))

### 10. What are the rules for the recipient email address?

- The email address to receive orders from HOF must be a group address e.g. [orders@asupplier.co.uk](mailto:orders@asupplier.co.uk) and not for a single person.
- The email account must be monitored regularly to ensure that order emails are processed efficiently.
- The email account should have sufficient space to cope with a purchase order being sent using an attached PDF file.

### 11. Is the service available to Cross-Dock Suppliers?

Yes, both Cross-Dock and non Cross-Dock orders can be sent via email.