`

1. How does House of Fraser's Cross Dock service work?

A pure cross dock order is one where store allocations are sent through to the supplier on the order but the order is delivered centrally to the National Distribution Centre (NDC).

Cross Dock is a process that allows pre-allocated purchase orders to be delivered and receipted in the NDC. The benefit of this process will allow the NDC to receipt individual packs at the point of delivery and immediately move the delivery from the receiving bay into the individual stores dispatch bay with the minimum of handling.

What must be sent by you to House of Fraser and how?

We support different formats for different messages. Below is a diagram of the flow of messages that will take place for cross docking.
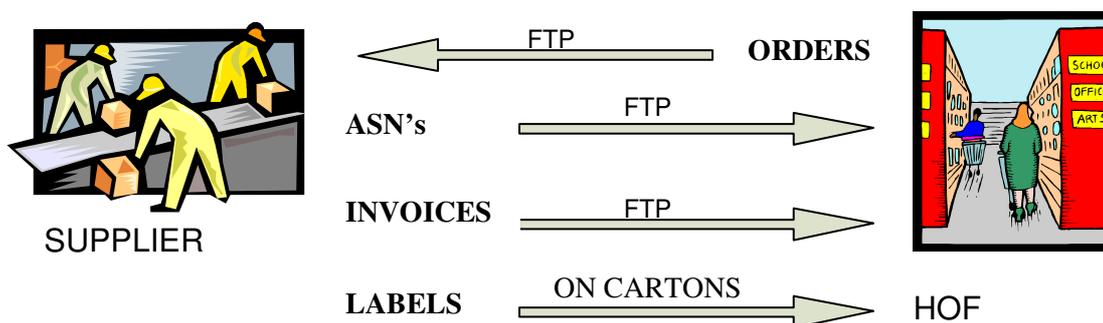
The preferred communication protocol used for cross dock will be over **FTP**.
If you already exchange EDI messages using EDI VANS, HOF will accept this communication protocol for cross dock however you do have the option to move over to FTP if preferred.

What are the message formats?

The **Purchase Orders** sent to you will be **EDIFACT D 96A** format.
The **ASN's** you will send to HOF will be either **EDIFACT D 96A** format.
The **invoices** you will send to HOF will need to be **TRADACOMS 9** format. (If this is an issue – this can be discussed with the supply chain manager).

What is the process?

The essentials of the cross-dock project 'live' operations are:-

- HoF raises orders identifying Store requirements (allocations). Details are transmitted to your FTP directory for you to retrieve them from (or EDI mailbox).
- On receiving orders, you check availability of stock. Then pick-&-pack available merchandise by Store and label the containers. HoF's preference is that each Store container (pack) should have a barcoded label (i.e. a label per pack).

- As part of the compliance regime, you will need to send an advanced shipping note (ASN) to HoF by FTP in respect of each delivery at least 12 hours in advance of each delivery (or as agreed with the supply chain manager). Each ASN will need to contain details of purchase order number, ASN number, delivery date/ time, number of packs and pack label numbers, products and quantities in the delivery.

- When the physical delivery arrives at the NDC the barcode on each container will get scanned to receipt the goods and identify the destination store. The ownership of the goods passes to HoF on a successful scan, and containers can be transferred to Store despatch lanes, thus increasing the speed at which goods reach the store floor.

- It is also standard practice for cross dock suppliers to send electronic invoices, which helps to achieve a smoother payment cycle.

What do the Cross Dock Labels need to show?

As part of the cross dock process, when you (the supplier) receive cross dock orders, in return, as well as ASN's and Invoices, you will be required to send labels on the store packs to the NDC.

```
STORE:
1522                              PERTH
ORDER NO:        ASN:         HANDLING TYPE:
936702            2            PALLET
PACK ID:
         ║█║█║█║█║█║ █║█║█║█║
         936702000116
```

These labels will need to include the following details in human readable format:

- Four digit destination store number
- Store location name
- Purchase order number
- Container ID number
- ASN number/Barcode
- Handling type (pallet, box or rail) - Optional

Once the labels have been printed, you will need to attach them to the correct "store packs" in the warehouse.

2. What are the main benefits of the service?

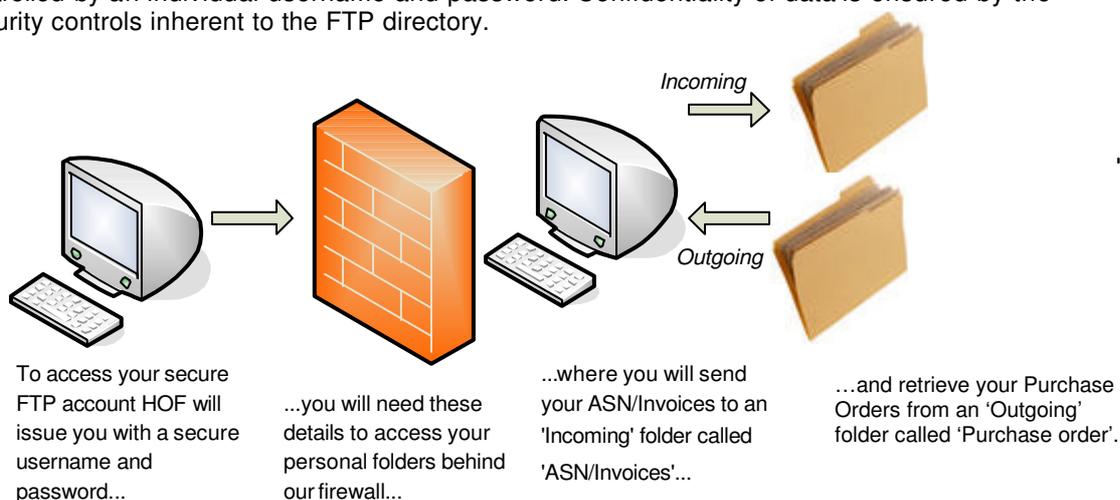The benefits enjoyed by current cross dock suppliers are:
- Faster throughput of stock
- Greater availability of stock
- Increase in sales

3. Who runs the process?

The process is operated exclusively by House of Fraser, however may involve a third - party provider (Kewill or Freeway). The service is only available to suppliers that trade with House of Fraser.

4. Is the service secure?

Access to your FTP directory (where you will 'post' ASN's, Invoices and retrieve Orders) is controlled by an individual username and password. Confidentiality of data is ensured by the security controls inherent to the FTP directory.

Incoming

Outgoing

To access your secure FTP account HOF will issue you with a secure username and password...

...you will need these details to access your personal folders behind our firewall...

...where you will send your ASN/Invoices to an 'Incoming' folder called 'ASN/Invoices'...

…and retrieve your Purchase Orders from an 'Outgoing' folder called 'Purchase order'.

5. What is the FTP directory structure like?

The ftp directory structure where you will receive and drop your messages is described below.

SuppNo/
          Incoming/
                   ASN
                   Invoice
          Outgoing/
                   Purchase Order

E.g. A supplier with the supplier number 1234567 will drop their ASN at the following ftp directory:

1234567/Incoming/ASN

6. Is there a charge for the service?

Currently HOF do not charge suppliers to move to the cross dock process, however third party software providers may make a charge for their software, and there are NDC contribution charges for any supplier delivering into the NDC..

7. How can I join the service?

Contact your buyer at the House of Fraser Store Support centre.   They can tell you more about the service and prioritize your requests to go live.

8. Is the service likely to demand extensive IT resource?

You will require an electronic-data-interchange (EDI) enabled system, and cross dock software in order to join as a cross dock supplier with HOF.

Kewill and Freeway are 3rd party software providers, that can provide the EDI/Cross Dock software for your side. If your IT business is outsourced to a third-party we're happy to work with them based on your instructions. Or you may wish to develop your own system, in which case we will work closely with you throughout the development and testing phases.

9. Will all the orders I receive be cross dock orders?

When a supplier moves over to "Cross Docking" they will switch from receiving TRADACOMS orders to receiving EDIFACT orders.

As well as receiving Cross Docking orders, you may still receive "Normal" bulk orders (now in EDIFACT format) which are to be received and printed either as New, Amended or Cancelled.

10. What are the cross dock testing requirements?

Your contact at the Store Support centre will send you a document on Cross-dock testing requirements. The first page will need to be completed and returned before testing begins – it identifies the following which impinge on testing:-
1. Your account numbers & names
2. departments
3. contact details
4. chosen software
5. invoice method, via EDI
6. consolidated invoices-per-delivery or invoices-per-store
7. label method

11. What testing will be required?

The testing carried out is to check that you can receive an EANCOM (EDIFACT) purchase order, create an ASN in EANCOM format, produce acceptable & scanable pick up labels and create an Invoice in TRADACOMS/EANCOM format.

Three successful test cycles are required to complete the testing. The test cycles required will involve different types of orders being sent and in return receiving ASN's and Invoices for all orders and labels for only cross dock orders.

12. Can the go live be staggered i.e. roll out to some stores then further roll out to other ones?

No. Once you've passed the cross dock testing phase, orders may be raised and allocated to any stores.

13. What are House of Fraser's timescales for go live?

If the cross dock post testing phase conforms to our standards House of Fraser will prioritize your go live on a mutually convenient date. Your House of Fraser Store Support centre contact will help to progress the initiative to go live.