

# Cross Dock Info Pack

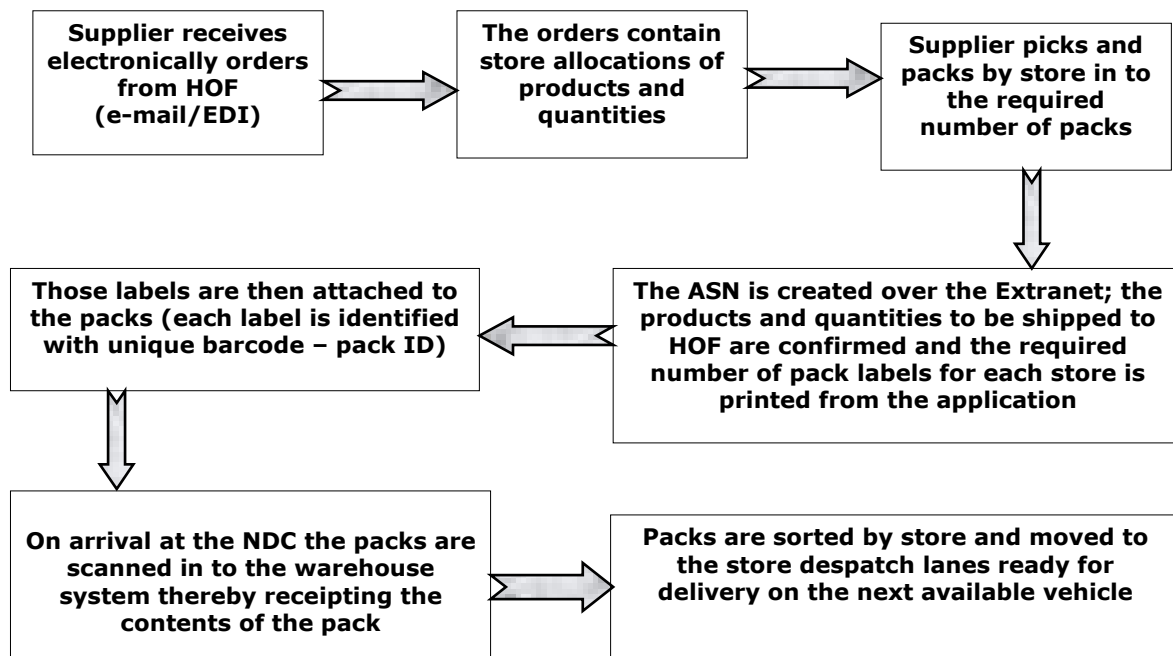
## HOUSE OF FRASER

### Introduction to Cross Dock

#### What is Cross Dock?

- A Supply chain process in which suppliers pick and pack a single HOF purchase order (PO) at store level and deliver to a central location (NDC Wellingborough) for onward delivery to the individual stores.
- An alternative delivery process which provides improved efficiencies from supplier to sales floor.

#### How it works?



## Benefits to Suppliers and HOF?

- Reduction in supply chain lead time meaning goods reach the sales floor quicker.
- This in turn results in more effective replenishment and increased sales.
- Guaranteed delivery bookings in to the NDC.
- Accurate receipting from the suppliers ASN.
- Visibility of stock in to store at SKU level for Supplier.
- Opportunity to use House of Fraser backhaul services

## Definitions

**ASN** – Advanced Shipping Note – an electronic message which informs HOF of the products and quantities within each container. The Extranet application is used to create the ASNs.

**Extranet** – House of Fraser application used for creating & confirming ASNs and for printing cross dock labels.

**DAN** – Delivery Advice Number - The DAN is required to ensure that all invoices are correctly matched to the receipts. It needs to be unique and also needs to appear on corresponding invoice.

**Pack** – a carton or a hanging set

**Cross Dock Label** – each container should have its own bar-coded label (id) which means it is a requirement to know which items from the store order have gone into which container – perhaps by marking the internal picking list (if the store delivery requires more than one container). The system will then generate differently numbered labels.

**User Guide** – Cross Dock Extranet Manual which can be found on supplier website:  
[www.hofsuppliers.co.uk/info](http://www.hofsuppliers.co.uk/info) (then from menu select → Cross Dock → Extranet User Guide)

## The process

Note: the screen referred to in this process can be viewed in the User guide.

- You will receive a Purchase Order from House of Fraser either by e-mail or EDI.
- Each HOF PO number will contain the store breakdown – products and quantities required by store.
- Each store should be picked and packed in to the required number of containers.
- The Extranet application is then used to create an ASN (Advanced Shipping Note) which informs HOF of the products and quantities within each container.
- Once picking and packing is completed, you will need to log on to the Extranet by typing in your **username** and **password**; then click **“Submit”**. This will take you to **“Supplier Extranet Menu”**
- Please note that the username and password fields are case sensitive.
- From this screen select **“ASN Maintenance Screen”**. This will take you to the main ASN Maintenance screen.
- From this screen you can:
  - ✓ Create a new ASN for cross dock order
  - ✓ View an existing confirmed ASN

- ✓ View and confirm an existing unconfirmed ASN
- Check the delivery window is valid for the order that you wish to create the ASN for and click on the **New ASN** button
- You will be presented with a list of orders:
  - ✓ Both cross dock and non cross-dock if applicable
  - ✓ Valid for your supplier account number
  - ✓ Valid for that delivery window
  - ✓ With outstanding quantities after previously created ASN
  - ✓ Authorised for delivery
- Click on **Add Order** next to the order that you wish to process

*NOTE: If you can not see the order number you require, click on **Clear Screen** and overtype the delivery window with an earlier date (the date within the application always defaults to today's date plus 14 days)*

*If the order is still not displayed you should check with the Buying Office if the order is still valid and required*

- The system will generate an ASN identifier for a cross dock order. You will create **one ASN per order for all stores**.
- The screen will then list all stores on that order which have products outstanding for delivery. The stores are listed in a numerical order of the 4 digit HOF store number.
- Select **Add Store** to add the store to ASN

*NOTE: For the first store selected on that order you will be prompted to select how do you wish to see the products displayed for that order. You can choose to see products ordered in HOF LIN sequence, supplier reference sequence or EAN code sequence. This will apply to this PO and you will see the products ordered for the selected store.*

- At this point the system will ask you for your DAN reference.
  - ✓ **If you invoice by delivery:** you will be prompted to enter a DAN reference only once per each ASN and ensure it appears on your invoice.
  - ✓ **If you invoice by store:** you will need to enter a DAN reference for each store and ensure it appears on the corresponding invoice.
  - ✓ The set up and definition of your DAN reference will be discussed / agreed with you prior to you using this application for cross dock ASNs
- You will see the item description, product code and ASN Quantity column showing the outstanding quantity for this order.
- If you are fulfilling the total ASN Qty for a product, then this number does not need to be amended. If you are unable to fulfil the full amount then you can overtype the value in the box to the correct quantity.

*NOTE: The quantities that you are shipping **cannot** be greater then ordered by HOF. If an item has been packed but not listed on the ASN file, HOF will have no record of it arriving and if it is included on the invoice, it will be not be paid for as HOF will have no receipt record for it. If you are shipping less then ordered you can amend /overwrite the ASN Qty information*

- You will then mark against each product the number of the pack which that product has gone into – e.g. 01, 02, 03 etc. The system will then print the pack labels as requested. You may pack the same product in different packs if there are too many to go into one pack.

- Once you've typed in all containers numbers used for this store, select "**Save & Exit**" – the system will validate that all available stock for that store / order has been allocated to containers. You will then select "**Generate Labels**"

**NOTE: Always apply the label to the side of the cross dock pack (for cartons) or to the front of hanging set. Do not apply cross dock label to the top of the carton or across any seals.**

- Repeat this for each store on the order until all stores have the option to **amend** against each one.
- Select "**Exit**"
- **Summary screen** will be displayed
- Selecting **Exit** at this point will take you to the **confirmation screen**

*NOTE: Before confirming the ASN you should go back in and check that the container numbers have been entered correctly.*

- At the confirmation screen you will have a choice of **closing** the ASN without confirming or **confirming** the ASN.
- If you choose to **close** the ASN without confirming all information you have entered will be saved but it will not be sent to House of Fraser.
- If you select **confirm** you will see a prompt asking if you are sure you wish to confirm.
- Selecting **OK** at this point will take you to **final confirmation screen** and the date and time at which you confirmed the ASN is displayed.
- There is also an option to print this information screen for your records.

*NOTE: We recommend that you do this so that you have proof that the ASN was created and sent. Select **Print** to do this*

*NOTE: If in the time between closing and confirming the ASN, the order goes out of date and to a status of cancelled you will not be able to complete the ASN or send this delivery in to the NDC. You will need to request an extension to the delivery window (please contact HOF Buying Team). The delivery window would be only extended in an exceptional situation. Suppliers should always deliver before their original expected delivery date.*

- On completion of the ASN a booking can then be made at the NDC for the delivery quoting the number of pallets, containers and units. You will also need to quote the ASN number.
- When the delivery arrives at the NDC, each container will be scanned to receipt the goods and then moved straight to the relevant store despatch lane.
- Please Note that all X-Dock suppliers will be subject to an independent delivery check at the NDC. A delivery will be checked at line level against your asn to ensure that the goods quoted have been received. The results of these checks will be fed back to you. For new X-Dock suppliers your first 3 deliveries will be checked, Dependant on the accuracy of these deliveries you will then join all other X-Dock suppliers and be checked on a 13 week cycle.
- The receipt information will be taken from the ASN file sent in to HOF and passed to Financial systems ready to be matched against the invoice.

## Frequently Asked Questions

<p><b>What are the carton requirements?</b></p>	<p>There are no specific carton size requirements for Cross Dock although cartons must not be heavier than 25kg. If for some reason the carton is heavier than 25kg you need to inform the NDC prior to the delivery, and mark the carton accordingly.</p> <p>You are also allowed to use plastic banding to secure your cartons for cross dock deliveries.</p> <p>Each container must have its own cross dock label (A5 size). The store name, store number, PO number and ASN number will be printed on to the label.</p>
<p><b>What are the hanging pack requirements?</b></p>	<p>Hanging packs should not exceed either 10 hanging units or 25 kg. Each hanging pack should have a heavy duty outer bag covering all inners and there should be a cross dock label applied on the outside of the outer bag.</p>
<p><b>How can I send an ASN?</b></p>	<p>As the creation and completion of ASN is an on-line process your ASN will be automatically sent to us once you select "Confirm".</p> <p>You will see a prompt asking if you are sure you wish to confirm. Selecting OK at this point will take you to the final confirmation screen and the date and time at which you confirmed the ASN is then displayed.</p> <p>There is also an option to print this confirmation screen for your records. HOF recommends that you do this so that you have a proof that the ASN was created and sent.</p>
<p><b>Do I need to be set up for receiving orders by e-mail / EDI?</b></p>	<p>Yes. You will be required to set up a group e-mail address (unless you already have one) and fill in the Connection Registration form and send it back to the e-mail address stated at the bottom of the form.</p> <p>If you already receive your orders via EDI, it should be noted that the order message format will change from Tradacoms to EDifact, so some changes to the mapping within your systems may be required. Please refer this to your IT team or EDI software provider as these changes will need to happen before you can go live.</p>
<p><b>Can I mix SKUs in a pack?</b></p>	<p>Yes, as opposed to bulk deliveries you can mix SKUs in one pack. There is also no requirement to list SKUs, quantities and product name on the cross dock label.</p>
<p><b>What happens if I can not fulfil the order?</b></p>	<p>If you are shipping less than ordered you can amend /overwrite the ASN Qty information with the lesser figure.</p>
<p><b>How do I prioritise my order?</b></p>	<p>If you are unable to fulfil 100% of a line, consult CBO to confirm which stores should receive the products and which ones will have to be re-ordered.</p>
<p><b>Do I have to apply HOF tickets to the goods?</b></p>	<p>Yes, it is still our requirement (unless agreed differently with the Buying Team). However with suppliers using their own EAN barcodes we could look into possibility of using your EAN barcodes with HOF price incorporate into it. We would need to approve some samples of packaging / your own labels to ensure that they can be signed off by the Buying Team.</p>
<p><b>Are there any changes to bookings and deliveries of orders in to the NDC?</b></p>	<p>There are no changes to your existing booking and delivery method with a move to cross dock. It is the pick and pack process that will change.</p>
<p><b>How soon will my products reach the stores?</b></p>	<p>The goods will reach the stores within 3 working days of arrival at the NDC (as opposed to min 6 days for bulk deliveries). Day 1 is the day the goods arrive. We do not deliver in to our stores at weekends.</p> <p>This means that your goods arriving in to NDC on day 1 will have reached all stores by day 3.</p> <p><b>Please note</b> that cross dock goods have loading priority over bulk deliveries ensuring they reach the sales floor quicker.</p>
<p><b>Who do I contact regarding any IT issues?</b></p>	<p>If you have any queries regarding IT issues your should first refer to the supplier information website <a href="http://www.hofsuppliers.co.uk/info">www.hofsuppliers.co.uk/info</a> and look at the Cross Dock section.</p>

	<p>If you have looked at the website and you still have queries please e-mail <a href="mailto:hhofis@hof.co.uk">hhofis@hof.co.uk</a></p> <p>If you have not received your order when expected or you have problems using the HoF Extranet site, please contact the IT Service desk on +44 [0]203 450 2957</p>
<b>I forgot my Extranet login details</b>	Please contact our IT Service desk on +44 [0]203 450 2957
<b>Why I can not generate cross dock labels?</b>	If you are having trouble accessing the labels then you may have a firewall blocking our label reports. The label report is accessed on port 7778, so you will need to allow access to it.
<b>Where can I find HOF Store list?</b>	<p>HOF Store List is available on our Supplier website:</p> <p>Please go to <a href="http://www.hofsuppliers.co.uk/info">www.hofsuppliers.co.uk/info</a> and follow the link "Stores List".</p>
<b>Is there any training provided?</b>	<p>We have put together "Cross Dock Extranet User Guide" which can be found on our Supplier website.</p> <p>We don't provide any training sessions as the user guide has proved effective in taking you step by step through the process of fulfilling your order.</p>
<b>Do you prefer invoices per store or per delivery?</b>	<p>HOF will accept invoices by store if electronic invoices can be sent or by delivery (all stores consolidated together) – if you send paper invoices / electronic invoices.</p> <p>However during the initial set up you would be required to choose the way that you want to invoice us and this will be then be set up for you on our system.</p> <p>Note – if you are invoicing electronically by store, each store address must still be the NDC – e.g. HOF Birmingham c/o NDC Wellingborough.</p> <p>It is vital that DAN reference (Delivery Advice Note) appears both on your ASN file &amp; invoices.</p> <p><b>NOTE: if your DAN references on your ASNs and invoices are not entered correctly this will result in your invoices not matching the receipt records, and will mean the invoices will not get processed for payment.</b></p>
<b>How can I be set up for using the Extranet application?</b>	<p>To access the Extranet application the supplier must have access to the internet.</p> <p>On completion and submission of the set up form you will receive a user name and password from the HOF IT Team together with a URL to be used on the internet.</p>
<b>What testing will be required?</b>	<p>As the cross dock process uses the Extranet application there is no technical testing required.</p> <p>However if you are receiving your orders via EDI, we can arrange to send you a test order. This is due to the change in message format which may mean some of your mapping may require amending.</p>
<b>What are the HOF timescales to go live?</b>	We are looking into cross docking with you as soon as possible; we will prioritise you to go live on a mutually convenient date.

## Considerations for Cross Dock

Before you contact us please consider the below:

- **ORDERS**

<b>HOW DO YOU CURRENTLY RECEIVE YOUR ORDERS?</b>	
Paper / Post / Fax	You need to complete the Cross Dock Registration Form to receive orders by e-mail
E-mail	No changes required
Already EDI	Message format changes to EDIfact from Tradacoms. Your IT Team or EDI service provider needs to check if your system can import EDIfact orders. We would suggest running a test order before going live.

- **ASNs**

<b>HOW DO YOU CURRENTLY PROVIDE ASNs?</b>	
Don't	You need to sign up for access to Extranet as soon as possible (before Cross Dock conversion) – please use Cross Dock Registration Form
Already on Extranet	No actions required but you will see different screens displayed for cross dock orders – full details to be found in Extranet User Guide
Other EDI method	Please refer to the 'ASN' section of <a href="http://www.hofsuppliers.co.uk/info/Crossdock.html">http://www.hofsuppliers.co.uk/info/Crossdock.html</a>

- **INVOICES**

<b>HOW DO YOU CURRENTLY SEND IN YOUR INVOICES?</b>	
Paper	Can remain paper invoices – but should be invoice per delivery
EDI	Can remain on EDI invoices although we would suggest running a test invoice before going live

- **LABELS**

The labels will print out of the application – A5 size – 2 to a page of A4, using a normal laser jet printer

## Next Steps

1. Please complete a Connection Registration Form (please fill in all highlighted fields) and then return it to **hofis-supplier-registration@hof.co.uk**. The highlighted fields are for Extranet ASNs and orders by e-mail. If you wish to have/ already have orders via EDI then please complete the relevant message format sections on the form.
2. Please contact your Buyer at the store support centre, Baker Street regarding the go live date and to confirm that all required actions have been completed.



## Useful Contacts

**IT Enquiries (for live queries only):** IT Service Desk

☎ +44 [0] 203 450 2957

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

**NDC Bookings**

☎ + 44 [0] 1908 354801

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

**Stock Control Manager:** Samantha Robertson

☎ +44 [0] 1908 354811

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

**Store Support Centre Baker Street**

☎ +44 [0] 207 003 4000