

M&S

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Food Logistics Handbook - Ambient



April 2019

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Introduction

Welcome to the Food Logistics Handbook - Ambient.

In recent years we have been investing in people, systems and processes throughout our supply chain to improve the visibility and accuracy of stock movements for ourselves and our suppliers and third party logistics (3PL) partners.

Adherence to the required processes and standards is important in ensuring the efficient and accurate operation of the M&S end to end Foods Supply Chain and improving our customer experience.

Purpose of this document

This document sets out the procedures, processes and standards which M&S suppliers must adhere to when delivering Long Life Ambient foods, Beers Wines and Spirits into the M&S Foods network of distribution centres.

This document is not exhaustive and is designed to be read and used in conjunction with the other Marks and Spencer documents that collectively comprise the Food Terms of Trade, namely:

- Food Commercial Terms of Trade Supply Agreement
- Food Technology Terms of Trade

M&S IT Systems and Process

All M&S Food suppliers must be set up to receive messages via EDI for Purchase Orders (POs), Proof of Delivery confirmation (PODs) and to submit invoices. EDI setup and testing must be completed with the M&S Business Service Centre prior to orders being transmitted or deliveries made.



For Setup; please contact the M&S Business Service Centre (BSC) on **0333 200 5510** or your M&S buyer for more information.



If, after reading this guide, you have any queries regarding which sections of this handbook apply to your products please contact your Category Supply Chain Planner for further guidance

M&S Food Network Map



KEY

BLUE - RDC Location

GREEN – NDC Locations

RED – Primary Consolidation Hubs

For More Information...



*Details of Depot locations
can be found in Contact
Details*

Delivering to Bradford



This document is specific to suppliers of long life ambient (LLA) product and Beers, Wines and Spirits (BWS) that is delivered into M&S NDC at Bradford

Suppliers will deliver to the NDC DDP Bradford (Incoterms 2010) (Delivered Duty Paid to Place). This means that “the Seller delivers the goods when the goods are placed at the disposal of the Buyer, cleared for import on the arriving means of transport ready for the unloading at the named place of destination. The Seller bears all the costs and risks involved in bringing the goods to the place of destination and has an obligation to clear the goods not only for export but also for import, to pay any duty for both export and import and to carry out all customs formalities”.

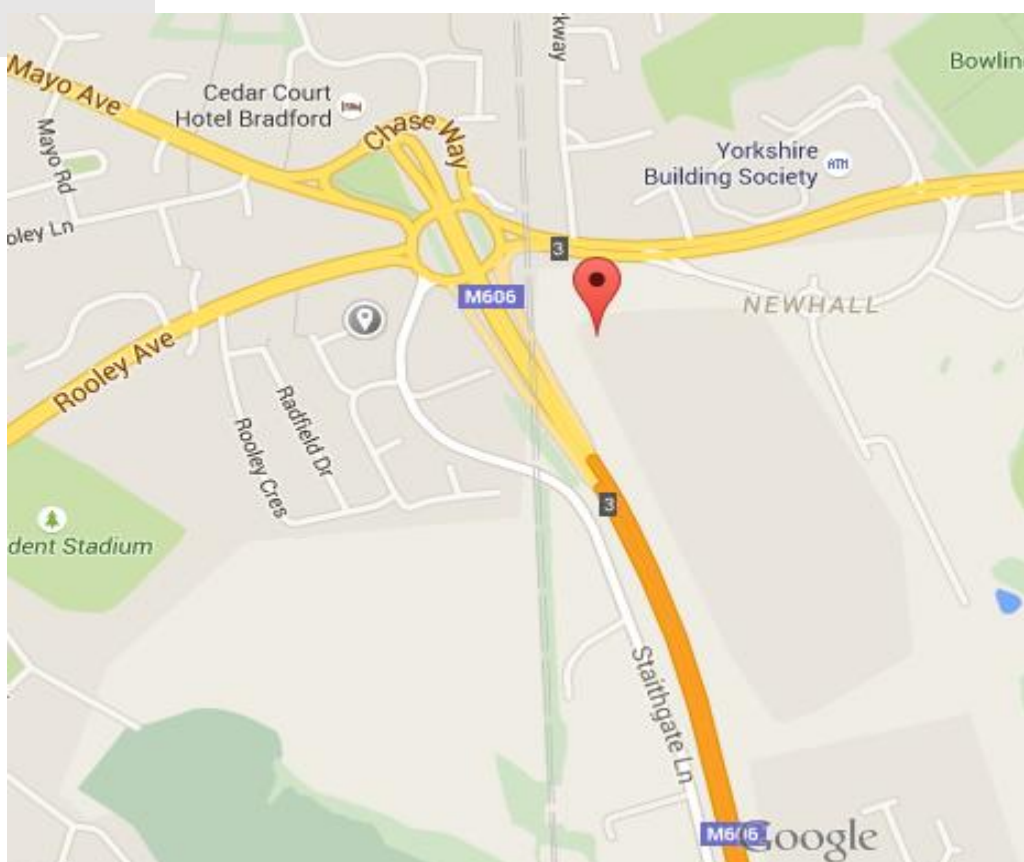
ICC Rules for the Use of Domestic and International Trade Terms, Incoterms 2010.

Bradford Site Location

Full Address:

M&S Bradford
Prologis Park Bradford
Phase 1 New Hall Way
Bradford
BD5 8LZ

Directions: At the end of the M606, at the traffic lights turn right on the A6177 take the turn past McDonalds. After exiting the island, take the right hand lane. At the next set of traffic lights turn



Supplier Top Tips

- 1 Setup for success** This document outlines critical information, new and current, for Ambient delivery into M&S. Read it fully and direct any questions to your Supply Chain Planner.
- 2 Collaboratively Plan with M&S** Work with your Supply Chain Planner to review orders, intake profiles, improvement plans and seasonal & promotional peaks.
- 3 Maximise Your Production Contracts** Shorter lead times aid agile forecasting and support greater customer availability.
- 4 Deliver Compliant Loads** Review your load presentation, paperwork and labelling to ensure delivery is accepted and avoid potential charges.
- 5 Manage Booking In Slots** Ensure booking in slots are booked within the correct time, delivered to accurately and cancelled when not needed.

GUIDE TO M&S SUPPLY CHAIN ORDERING PROCESS

This appendix contains important information regarding:

1. Forecasting & Ordering
2. Reference Data Approval (RDA)
3. Free Stock
4. Free Stock Reversals
5. Head Office Sample Process

1. Forecasting and Ordering for Long life Ambient Product and Beers, Wines & Spirits

a. Ordering for Long Life Ambient, Beers, Wines & Spirits



M&S provides Suppliers with **16 week forecasts** of expected demand, these are sent on a weekly basis via email.

It is important the 16 week forecast is reviewed by suppliers, this will ensure any changes to the plan are picked up quickly and can be resolved with the category team.

- a. It is essential that Q is set up with the shortest possible lead times as well as the correct Units Per Tray (UPT) and product maximum, minimum and average life into depot in order to achieve the highest possible life into depot and to help reduce waste in stores.
- b. Finalised Purchase Orders (POs) are transmitted to suppliers via EDI. The M&S forecast and ordering system 'Quantum' generates supplier orders, as well as a weekly forward forecast and order plan.
- c. Agreement between M&S and supplier relating to order receipt and delivery (lead time) is made by the M&S category Supply Chain Planner.
- d. M&S reserves the right to review supplier lead times and amend with the agreement of supplier at any time, but with reasonable notice.
- e. All deliveries into Bradford **must** be accompanied by a valid PO.
- f. Any stock delivered without a PO or against an incorrect PO will breach the terms of trade and the following measures may apply:
 - o Load rejected
 - o Product receipting and invoicing delayed
 - o Cost recovery claims made (outlined within this document)
- g. Any stocks delivered over the agreed PO amount will be subject to the stock being taken as 'Free Stock'.
- h. Any supplier with free stock queries must contact the Ambient Free Stock mailbox- Ambient.Freestock@marks-and-spencer.com.
- i. BWS suppliers are exempt from any over-delivery tolerance.

b. Purchase Order Amends

In the event M&S request an amendment in volumes post Purchase Order Finalisation, the following process must be adhered to:

- i. Complete the Purchase Order Amendment Document detailing the Original Order & the New Order volume by depot site. See Fig 1 below
- ii. Email the Central Forecast Planner with the copy of the Purchase Order Amendment Form.
- iii. The Central Forecast Planner will update the Forecasting & Ordering System (Quantum).
- iv. The Central Forecast Planner will forward the completed form into the relevant PO Amends Inbox if SAP is to be amended.
- v. No Further Supplier action required.

In the event suppliers need to update the Finalised Purchase Order e.g. shorts or usual business requirements: the above process must be followed as the forecast team still need to update the ordering systems with the most up to date delivery information to ensure smooth order plans. It will then be at the Forecasters discretion whether the form is then forwarded on to the Purchase Order amendment team to action as it will affect KPI scores.

- i. During the week, all Purchase Order Amendment Forms must be submitted by 12 noon on the day of the order change.
- ii. Early and clear communication of any Purchase Order amends with the forecast and supply chain teams is essential to keep forecasts accurate as possible.
- iii. For the weekend, Purchase Order amends are to be sent to the weekend working email address before 10am on the day of the order change: centralforecastingweekendworking@marks-and-spencer.com.
- iv. Contact the category Supply Chain Planner for an up to date Purchase Order amendment form when required.

PO Amendment Form 2.0				Completed by								
Supplier Name						Contact Number						
Supplier Series Number						Completed on (e.g. 05/02/2018)						
Into Depot Date (e.g. 05/02/2018)						ARTICLE NUMBER AND DESCRIPTION WILL GENERATE AUTOMATICALLY WHEN UPC IS ENTERED						
			Product Name		UPT		UPT		UPT		UPT	
			UPC in numerical order		ORIGINAL		REVISED		ORIGINAL		REVISED	
			Article Number		ORIGINAL		REVISED		ORIGINAL		REVISED	
			Depot Name		ORIGINAL		REVISED		ORIGINAL		REVISED	
SAP PO Number	SAP Depot Code	New Foods Depot Code	Cumbernauld		0	0	0	0	0	0	0	0
	5173	BB	Crewe		0	0	0	0	0	0	0	0
	6567	BK	Barnsley		0	0	0	0	0	0	0	0
	5908	BN	Thatcham		0	0	0	0	0	0	0	0
	5380	BQ	Bristol		0	0	0	0	0	0	0	0
	5652	BR	Faversham		0	0	0	0	0	0	0	0
	5966	BT	Hemel		0	0	0	0	0	0	0	0
	3942	DL	Enfield		0	0	0	0	0	0	0	0
	5898	BZ	Eire		0	0	0	0	0	0	0	0
	5281	DV	France		0	0	0	0	0	0	0	0
	9771	DH	Bradford NDC		0	0	0	0	0	0	0	0
			TOTAL		0	0	0	0	0	0	0	0
			Reason									
			FIP/Technologist Informed									
			Detail									

Fig 1: Purchase Order Amendment Form

C. Supply Chain Team will amend Purchase Order on SAP in the below cases

Scenario	Cold Chain (RDC)	Ambient (NDC)
Where a fixed quantity of goods has been agreed with M&S for an event (e.g. Dine In)	✓	✓
Product substitutions agreed by M&S	✓	✓
Extras requested by M&S	✓	✓
Reductions requested by M&S	✓	✓
EDI Transmission Issues	✓	✓
Disaster recovery – diverting product locations (Supplier to RDC)	✓	n/a
Final delivery of an eliminated line	✓	n/a
The previous day's Final Order for Unit Per Tray Changes	✓	n/a

Supply Chain Team will not amend Purchase Order on SAP in the below cases

Scenario	Cold Chain (RDC)	Ambient (NDC)
Supplier shortages	✓	✓
All extras produced above the Purchase Order not requested by M&S (including batch production)	✓	✓
All despatch errors	✓	✓
Product out loaded on the wrong date	✓	✓
Product sent to the wrong location	✓	✓
Stock arrives at NDC/RDC outside minimum life and is rejected	✓	✓
Delivery more than 2 days late	n/a	✓

2. Reference Data Approval (RDA)

The Units per tray and Cost price on the Purchase Order is received via the M&S Reference Data Approval (RDA) workflow system.

The RDA system provides a workflow and approval process to eliminate UPT and Cost Price discrepancies and ultimately the payment queries caused by them.

Suppliers are accountable for creating and amending UPT & cost price changes in RDA to be approved by the M&S Buyer prior to interfacing with our M&S systems.

For More Information...



For full details on charging see Equipment Charges

Inserting accurate information in advance and right first time, will help reduce any forecasting and Purchase Order discrepancies. For any further information regarding the RDA system, please contact the M&S buying team.

Suppliers should also note there is an equipment type section for every UPC. This must be kept up to date by the supplier entering the correct equipment type which is being used for each product supplied e.g. metric tray, half tray, cardboard etc. This information is used for equipment charging by the M&S Logistics Asset Manager.

3. Free stock

- a. Free Stock is taken when goods are booked in without a purchase order (PO) number for any reason or if an over delivery has been recorded against the finalised order on the PO.
- b. If goods are booked in without a PO number, the M&S SAP system has no Purchase Order number to reference the receipts against so no Proof of Delivery (POD) is issued for the supplier to invoice against for this stock. This results in the goods being taken free of charge.
- c. In the case an over delivery is made, a POD will only be issued up to the full PO quantity and the balance above this will be taken into free stock status.

4. Free Stock Reversals

- a. In the event of a POD being received with an incomplete or incorrect quantity, or a missing POD, suppliers should contact the GIST supplier helpdesk in the first instance.
- b. The GIST help desk will investigate if/when the stock has been booked in and suggest the next level of investigation where appropriate e.g. contact the haulier, M&S IT Help Desk or refer to SCP.
- c. If the GIST help desk advise that the stock was received in full but it may have been taken as Free Stock and the supplier may be able to request a 'Free Stock Reversal'
- d. The GIST help desk do not have the authority from M&S or the necessary systems access to reverse free stock. They also do not have visibility of what is in free stock, so can only assume when free stock has been taken.
- e. All free stock reversals must be actioned by the Supply Chain Planning team if approved.
 Typical scenarios when stock is taken free of charge include:
 - Missing paperwork or ASN failure resulting in no PO being advised to depot
 - Incorrect or unrecognised PO number supplied by supplier or haulier to depot
 - Goods incorrectly trunked to wrong depot so PO number not recognised
 - Product delivered when not listed on the Purchase Order.
 - Quantity delivered exceeds the Purchase Order e.g. PO amends not updated
- f. The decision to reverse or not reverse free stock will be taken based on a full investigation around how it was created and who was at fault. Any questions on this process, please speak to your category Supply Chain Planner.
- g. All free stock requests must be sent in monthly by the supplier to the respective category free stock email box using the free stock request form below.

Free Stock Reversal Request Form

Free Stock Reversal Request Form												
Into Depot Date	Category Code	Sup. Code	Sup. Name	Depot	Original PO No.	SAP Material Doc. Number	UPC	Article	Description	Quantity	UPT	Reason

Category free stock email addresses:

- freshfreestock@marks-and-spencer.com
- convenience-freestock@marks-and-spencer.com
- Produce.FreeStock@marks-and-spencer.com

- h. If valid, the free stock team will raise the Free Stock Reversal PO which will be transmitted through to the supplier through the usual EDI ordering portal. The free stock PO will start with a 301 number and will need to be manually goods receipted by IT before PODs are received by the supplier to invoice against.
- i. Any free stock taken by M&S should be investigated by the supplier to prevent any occurrences in the future.

5. Head Office Samples Process

- a. Trays and Cartons to carry 2 luggage labels (one at each end). These must highlight 'Samples' plus the Supplier Trading Name and Supplier Code
- b. Supplier to be responsible for the Quality of all Delivery Paperwork. Supplier Paperwork must carry the following key information:
 - i. 'Samples'
 - ii. Suppliers Name & Address
 - iii. Intended Delivery Address
 - iv. Into Depot Delivery Date
 - v. Into 'Store' Delivery Date
 - vi. Total Quantity of Trays/Cases
 - vii. Intended Recipient Name in the Category

Suppliers MUST include the relevant Sample UPC Code on the paperwork and tray end label (TEL)

- 150743 - Waterside Sample Ambient

Each Tray / Case to carry a fully completed sample sheet



Disclaimer: If Supplier fails to conform fully to the above process, there can be NO Audit Trail and NO Guarantee of delivery to M&S.

a. Preparing the sample

The travel test is to be made up as follows:

- a. The travel test label (see *below*) should be printed in colour and placed in the tray/attached to the outer case to detail the product and intended recipient.
- b. Additional tape/labels can be applied if the Supplier wishes but it should not be in a position which could affect the travel test – e.g. tape applied along the edges of the box which could add strength.
- c. The tray/case should be full and contain the agreed number of units.
- d. At least one sample should be retained for reference at the supplier until the product has been launched and approved by M&S.
- e. If existing primary packaging from another product is being used there is a risk of to the product incorrectly travelling through the supply chain to store and being sold. To prevent this each individual sample should be clearly marked as 'Not for Sale' and the product title and barcode should be obscured.
- f. Where relevant the test should replicate the necessary product conditions e.g. dispatch conditions, temperature regimes, holding times etc.

b. Sending the Travel Test

All cases should be signed off prior to dispatch by a nominated person at the supplying site. It is recommended to take photographs of the product, including case

internals and primary packaging (e.g. to show various stages of assembly), before sending to ensure that a comparison can be made against receipt at Waterside.

Where possible travel tests should be transited in a similar fashion to standard product going to depot to ensure that they are handled in the normal fashion, e.g. trays should be placed on dollies and cases placed on top of standard pallets. Use the travel test label (see *below*) by either placing in the tray or attaching to two sides of the case. To notify depot that there is a travel test on the stack/pallet please also apply a label to two sides of the stack/pallet (see *Appendix 1*).

It is recommended that suppliers perform any further tests done on that type of product (e.g. drop tests) on site with a different transit tray/case before sending to reduce time lost by sending the product through the system first.

Assuming all the processes are followed and the tray / case can be identified as a Head Office Sample / Travel test - Hemel depot will pick the tray/case and send on to M&S head office.

c. Travel Test Label

Note label colour and text in black should not change to make it easy for depots to identify. For trays this should be printed and placed on top inside the tray, for cases this label should be attached to two adjacent sides of the case.

M&S HEAD OFFICE SAMPLES / TRAVEL TEST		
For the Attention Of:	<i>e.g. Alex Nexample</i>	Marks and Spencer Head Office/ Waterside
M&S Category:	<i>e.g. Confectionery</i>	
Supplier Name:	<i>e.g. Great Chocolate Co</i>	
Product Name/Description:	<i>e.g. Sparkling Chocolates</i>	
Number of Trays/Cases:	<i>e.g. case 1 of 3</i>	
Units per Tray/Case:		
Despatch Date:	<i>e.g. 07/02/1984</i>	
Sample information:	Reason for Sample	<i>e.g. Travel Test / press request / tasting</i>
	Trial Type	<i>e.g. Kitchen / Factory</i>
	Sample Version	<i>e.g. 1st version</i>
	Date manufactured	<i>e.g. 07/02/1984</i>
	Suitable for consumption?	<i>Yes / No</i>
	Required Temperature	<i>Frozen/Ambient/Chilled</i>

BRADFORD NDC SITE DELIVERY PROCESS

This appendix contains important information regarding:

1. Order Delivery
2. Delivery Booking In
3. Delivery Paperwork

1. Order Delivery

Your orders into Bradford **must be accompanied by a PO.**

Any stock delivered without a PO or the incorrect PO will breach the terms of trade and the following measures may apply:

- Load rejected
- Product receipting and invoicing delayed
- Cost recovery claims made (outlined within this document)

No more than **4 PO's** can be presented on one delivery, anything over 4 will be subject to delivery refusal- unless prior authorisation has been obtained from M&S Supply Chain and Bradford Goods In team. **BWS suppliers are exempt.**

Any stocks delivered over the agreed PO amount will be subject to the stock being taken as 'Free Stock' – it is important that all final checks are completed against the stock being delivered into the NDC versus the PO quantity.

Any supplier with free stock queries must contact the Ambient Free Stock mailbox- Ambient.Freestock@marks-and-spencer.com. BWS suppliers are exempt from any over-delivery tolerance.

- Deliveries must be booked into Bradford to meet the PO due date. Failure to do so breaches the terms of trade within this document and the Supplier Service Review and Special Measure process will be applied (see section: dealing with non-compliance).
- Booking requests to deliver into NDC Bradford must be organised with the Bradford goods in team directly (contact details to be found within this document). Booking requests need to be made on the day of order receipt. Booking slots cannot be guaranteed if booking requests are made after 48 hours of order receipt. BWS suppliers should follow existing booking procedure with designated haulier.
- Any issues with meeting the order fulfilment must be discussed with the category Supply Chain Planner and a resolution reached prior to expected delivery date. Failure to do so breaches the terms of trade within this document and the Supplier Service Review and Special Measure process will be applied (see section: dealing with non-compliance).
- POD will be issued via SAP once stock has arrived and been receipted and will be matched to invoices before payment.
- All POD queries must be resolved with Bradford prior to invoicing. (See Section 8).

2. Delivery Booking In

BWS suppliers should follow existing booking procedure with designated haulier.

All non BWS supplier booking slots for delivering into the Bradford NDC must be made directly with the site.

Please contact the Bookings Clerk who can be found by contacting the following number **0208 7187650**. If you need to raise a **POD query**, Please email the Bradford DC help desk. The E-Mail address for either the Bookings area or POD queries is as

follows: BradfordDCHelpdesk@marks-and-spencer.com Please use the below template when doing this.



Booking form
template.htm

Information needed to make a delivery booking as follows:

- M&S Purchase Order Number(s)
- ARC number (BWS Suppliers)
- PO delivery date requested
- Supplier Number (M&S Supplier Series Number)
- Product type to be delivered
- Total pallets and cases to be delivered
- Double deck or single trailer deliver
- Single UPC delivery or multiple UPC's on trailer
- If loose loaded container (NB these slots will be longer than palletised intake)
- Vehicle Trailer ID or Registration Number of unit if known
- Haulier details

This desk will be manned between 09:00hrs to 17:00hrs weekdays (Mon to Fri). All other times will be covered by an answer machine message. If you need to make contact out of hours please contact the goods in clerk on **02087 187667**. The help desk will deal with your enquiry and respond back within 72 hours through voice or e-mail follow up.

The NDC operates a fixed booking slot scheme.

- a. Fixed booking slots are given and removed at the discretion of M&S.
- b. Fixed slots are reviewed on a month by month basis to ensure suppliers have a suitable number of slots to deliver ordered volume.
- c. Please note we will use forecasted order volumes to determine the number of fixed slots a supplier is given. This will vary depending on the time of year and trading pattern.
- d. Fixed slots must be confirmed through the usual goods in contact on the day of order receipt. It is important that booking requests are made on the day of order receipt.
- e. Booking slots cannot be guaranteed if booking requests are made after 48 hours of order receipt. Any fixed slots unconfirmed 48 hours after order receipt will be removed by M&S.
- f. Any over booked slots will be removed to maintain Bradford NDC operational procedures.
- g. Fixed slots not required must be cancelled on the day of order receipt. BWS suppliers must cancellations must be confirmed and acted upon 72 hours prior to the slot.

3. Delivery Paperwork

- a. Delivery paperwork **MUST** be available to enable the receiving process.

- b. When not available due to loss or error, the site will always seek to obtain faxed copies from the haulier or supplier to enable the delivery to continue.
- c. A template for a Supplier Delivery Note Paperwork and compliant examples can be found in Figs 1-4 below. All inbound deliveries to Bradford must comply with the information and format shown in the example. CMR and other legal paperwork must also be provided as appropriate.
- d. If paperwork cannot be obtained then the load will be rejected. The driver must bring the paperwork to the goods in window once backed onto a loading/unloading bay.
- e. If the driver doesn't have the paperwork the goods in receivers will check the back two pallets on the trailer and if the paperwork is still not found the load will be rejected

Any stock delivered without the full and correct paper work will breach the terms of trade and the following measures may apply:

- Load rejected
- Product receipting and invoicing delayed
- Cost recovery claims made

Fig 1: Template for Supplier Delivery Note

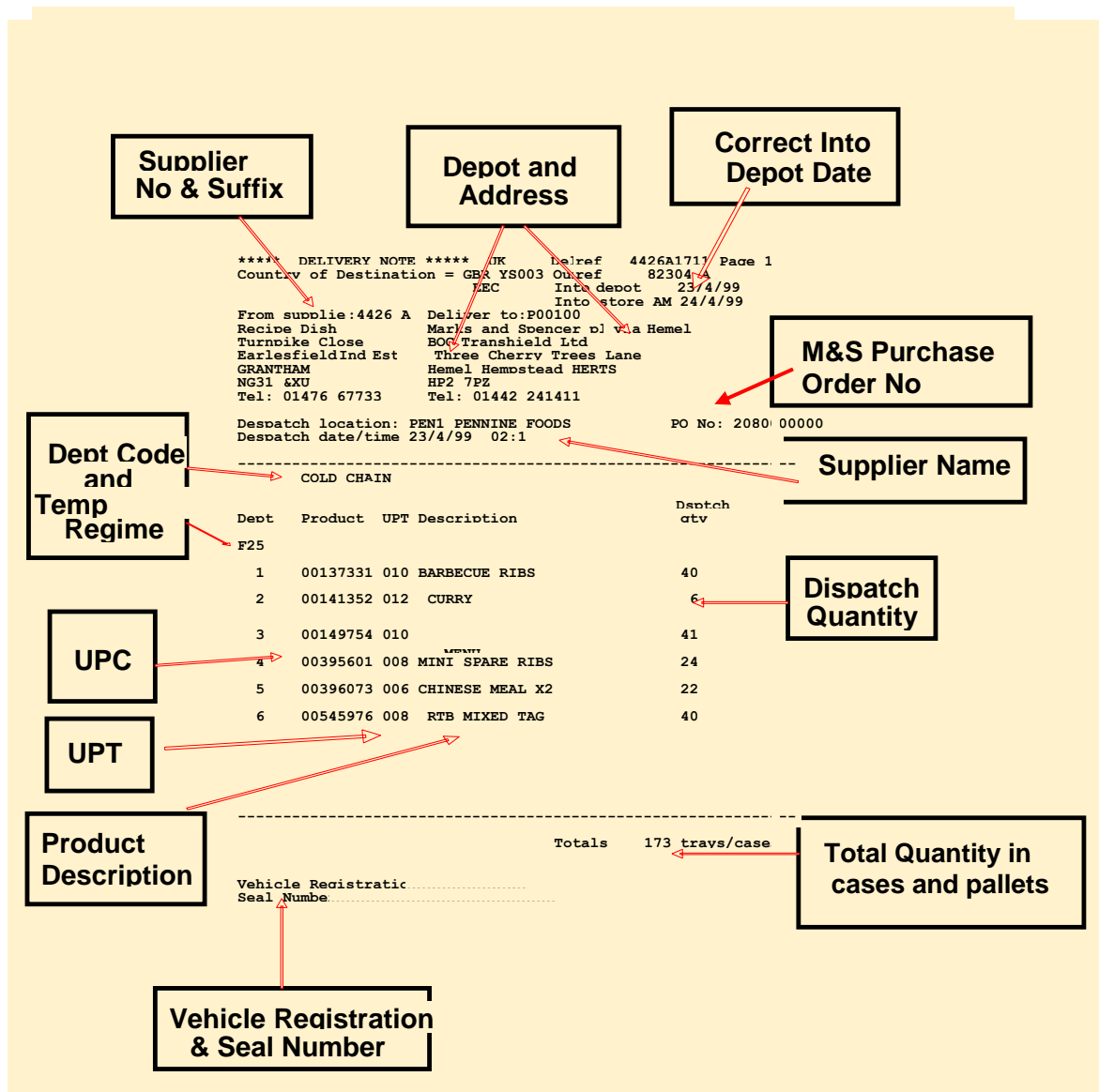


Fig 2: Example Long Life Ambient Inbound Delivery Paperwork

Page 1 of 1

Orkla
Confectionery
& Snacks Danmark

11/5 9.00
Km 35786

Delivery Note

9771BRADFORD AMBIENT NDC
Prologis Park Bradford
Phase 1 New Hall Way
BRADFORD BD5 8LZ
GREAT BRITAIN

Information

Delivery Number	5690295998
Sales Order Number	5600035064
Sales Order Date	19.04.2016
Our reference	Jan Larsen
Your reference	2057189093
Customer Number	564000002
Delivery Terms	CPT Bradford
Carrier name	
Delivery Date	06.05.2016
Net Weight	3.255 KG
Gross Weight	3.667 KG
Volume	78,322 M3
Delivery info	
M & S Load 20 Week 17	
Ref No KIM58862	
SEAL NO 6279376	
Port 8 Rk 37 - 38	

Header Text

Item	Description	Material no	Your material no.	Best before date	Order Quantity	Delivered Quantity	No. of pallets
10	M&S Crinkles Sw. Smokey BBQ (20 x 150g)	5650008893	00066549	5028594	16.08.2016	700	25
30	M&S Combo Mix SC&Jalapeno (20 x 150g)	5650008771	00337557	5028648	04.10.2016	1.815	15
110	M&S Twisters SV (30 x 80g)	5650008135	00496070		19.07.2016 19.07.2016	900	90
120	M&S Combo Mix SV (20 x 150g)	5650008770	00547475		09.08.2016 09.08.2016	944	809
170	M&S FOF FC & Red Onion (16 x 150g)	5650008118	00722728	5028595	23.08.2016	855	180
180	M&S FOF Worcester Sauce (16 x 150g)	5650008170	00876025	5028737	13.09.2016	700	25
Total						1.144	27

Sign

KIMs A/S
Sømarksvej 31-35
DK-5471 Sandersø


Tlf: +45 63 89 12 12
Fax: +45 64 89 31 20
Internet: www.orklacs.dk

IBAN: DK8920005005662449
SWIFT: NDEADKXX
CVR: DK 15233877

Fig 3 Example Beers, Wine & Spirits Inbound Delivery Paperwork:

RAE 37146.

BAY
36



Delivery Note

Supplier Name	Harbour Brewing Co.	Delivery Note Number	9393
Supplier Agent	Adnams PLC 6546	Pick up date Date	12/03/2018
Supplier Address	Harbour Brewing Co Trekillick Farm Kirland Bodmin Cornwall PL30 5BB	Customer Ref	2110228544
	M&S Regional Branded Beers	Haulier	JF Hillebrand
Delivery Address	Marks & Spencer PLC Bradford Distribution Centre Newhall Way Bradford BD5 8LZ	Harbour Consignment	9393

M&S Purchase Order Ref	M&S Product UPC	Product Name	Pack size	Packs per Pallet	Case Amount Total	Pallet Amount Total
PO 2110228544 <i>2110460246</i>	133722	M&S Cornish Saison	12	180	3420	19
PO 2110228544	133722	M&S Cornish Saison	12	161	161	1


Pallet Qty Dispatched: 20
Pallet Qty Received:
Case Qty: 3581

ARC Reference
17GB00000000041174607

Supplier Signature

Print Name:
Eddie Lofthouse

Date:
12/03/2018



Goods Received & Checked

14 / 03 / 2018

Print Name	<i>ROSE</i>
Received By:	<i>[Signature]</i>

Print Name:

Date:

Fig 4: Example Beers, Wine & Spirits ARC Paperwork:

ARC 18GB00000000041254641

E-AD 1 Consignor JF HILLEBRAND UK LTD DISSENGA HOUSE WESTON AVENUE WEST THURROCK RM20 3ZP		696624290	2 Consignor Excise Number GBRC696624200	3 Reference Number GBCA58365
7 Consignee MARKS AND SPENCERS PLC BRADFORD DISTRIBUTION CENTRE NEWHALL WAY BRADFORD BD5 8LZ		Ex:GB00004331426	4 Consignee Excise Number GBWK232128892	5 Invoice Number 1002972
7a Delivery MARKS AND SPENCER PLC BRADFORD DISTRIBUTION CENTRE NEWHALL WAY BRADFORD BD5 8LZ			6 Invoice Date 15/03/2018	8 Dispatcher Tue 20-03-18 @ 08:00hrs LRA 29483
9 Transporter JF HILLEBRAND UK LTD DISSENGA HOUSE WESTON AVENUE WEST THURROCK RM20 3ZP		696624290	10 Guarantor 232128892 000 MARKS AND SPENCER PLC UPPER GROUND FLOOR WATERSIDE HOUSE 35 NORTH WHARF ROAD LONDON W2 1NW	
11 Transport Details Mode : 3 Code : 1 Identity : CMAU8312355 (A)			12 Country Dispatch GB	13 Country Destination
15 Office Dispatch GB000170	16 Dispatch Date 15/03/2018		14 Representative 696624290 000 JF HILLEBRAND LTD FERRY HOUSE 7 ST JAMES'S STREET DOVER CT16 1QD	
18a Marks & Numbers, Description Excise Product : W200 - Alcoholic Strength : 12.4 WHITE WINE NE 13% PINOT GRIGIO 2017 3150 X 6 X 75CL ORDER NO: 2110183902 SEAL:AAX32281			19a Product Code 22042197	20a Quantity 14175
				21a Gross Weight 22680
				22a Net Weight 14175
18a Marks & Numbers, Description			19a Product Code	20a Quantity
				21a Gross Weight
				22a Net Weight
18a Marks & Numbers, Description			19a Product Code	20a Quantity
				21a Gross Weight
				22a Net Weight
23 Documents IMPORTER : MARKS AND SPENCER PLC ORDER NUMBER : 2110183902				
Submission Ref : RCFWQXVVBSEKBOUEMEYR7ZOWWXD3GTM Import Sad : 155-010780D 15/03/18 3rd Country Origin : AR				

BRADFORD NDC SITE INTAKE REQUIREMENTS

1. Intake Hours
2. Vehicle requirements
3. Arriving and Tipping

1. Intake Hours

The goods in office will be open as described in the table below;

Inbound Operating Hours		
Day	LLA Hours	BWS Hours
Sunday	10:00pm - Midnight	Closed
Monday	Midnight - Midnight	6:00am – 10:00pm
Tuesday	Midnight - Midnight	6:00am – 10:00pm
Wednesday	Midnight - Midnight	6:00am – 10:00pm
Thursday	Midnight - Midnight	6:00am – 10:00pm
Friday	Midnight – 8:00pm	6:00am – 10:00pm
Saturday	Closed	Closed

Arrival window schedule:

- a. Supplier vehicles should arrive to the agreed booking slot as provided by Bradford.
- b. Vehicles should not arrive early. A delivery will be defined early if earlier than 30 minutes before its booking slot.
- c. A vehicle will be considered “late” after 30 minutes past its scheduled slot. Arrival time will be marked at the time of initial contact to the security team via the Intercom at the Site Gate.
- d. Failure to adhere to the agreed booking slot will breach the terms of trade and the following measures may apply:
 - Load rejected
 - Product receipting and invoicing delayed
 - Cost recovery claims made (outlined within this document)

2. Vehicle Requirements

- a. The maximum height of any vehicle entering Bradford NDC is restricted. All drivers must be aware that the maximum height is **17 ft, or 5.18 meters**. Any vehicle that exceeds this height is not permitted to enter the site. Please check your vehicle height before entering the one way system around the Bradford NDC.
- b. Transit vans / small carriers will be considered based on the urgency of the stock and agreement with both M&S and XPO Logistics.
- c. All Double Deck trailers require prior agreement; please ring the goods in number to agree.
- d. Drivers are accountable to ensure that any vehicle load restraint items removed during unloading are re-loaded prior to departure from the site.

- e. Curtain sided vehicles must have the restraining wires fitted or be with tilt side protection plates. This is to ensure that they are safe to drive onto with power pallet trucks and forklifts during unloading. Any such vehicle that is new to the site may be subject to risk assessment by XPO Logistics site operators. All Curtain sided vehicles must be rear-entry and suitable for dock leveller unloading.
- f. Any load that has been secured using straps instead of bars should have all excess straps stored in the bulk head of the trailer out of the way of the pallets. Any load that is found to have straps loose in the back of the trailer will be rejected due to site Health and Safety.
- g. All loads coming into Bradford must be security sealed on arrival. The goods in clerk will verify that the load is sealed before unloading the trailer. Once the seal has been removed this must be handed to the goods in clerk along with the paperwork for the load.
- h. Any load found without a security seal will breach the terms of trade and the following measures may apply:
 - Load rejected
 - Product receipting and invoicing delayed
 - Cost recovery claims made (outlined within this document)

3. Arrival and Tipping

a. On arrival at the site:

- i. Approach the barrier
- ii. Inform the security staff of: Purchase Order, Booking time, Supplier Name and booking ref number. Failure to provide any of the above will result in entry to site being refused
- iii. Sealing of the vehicle will be checked in compliance with vehicle seal process
- iv. Ensure you have the necessary Health & Safety documentation provided at the barrier and the driver has the correct PPE
- v. Deliveries will be directed to a vehicle bay for unloading. Bay Numbers are clearly marked above each bay. A traffic light system is in place
- vi. Wait for barrier to rise fully and enter site observing the speed limits and signage at all times, before proceeding onto the allocated goods in bay (ambient food bays are from Bay 8 to Bay 28) & (BWS bays are from Bay 30 to Bay 48)
- vii. Supplier paperwork accompanying the driver may be signed as evidence of receipt of the vehicle. This recognises that a number of pallets have been received but not the detailed contents thereof. It should not be used as Proof of Delivery as the only valid POD will be the one issued from SAP.

b. Backing on the Door Bay - Castell System

- i. Prior to parking the trailer on the selected Dock door, the driver must check the bay light is green. When the trailer is parked squarely on the bay the driver must apply the units brake and switch off the engine.
- ii. Once this has been done they must apply the park brake on the trailer.

- iii. The driver will now collect the Salvo lock complete with key from the silver cabinet below the bay light on the left hand side of the Dock door.
- iv. Once the driver has the lock and key they must walk to the front of the trailer and climb the steps making sure they hold onto the hand rail.
- v. They must isolate the air supply and disconnect the airlines and electrics from the trailer. The airlines and electrics attachments must be stowed away correctly to prevent any accidents from occurring.
- vi. The Salvo Lock can now be attached on the trailer by pushing the SALVO upwards onto the Airline Suzie then turning the key in a clock wise motion, releasing the key, ***Each SALVO key is only compatible with the lock from its prescribed Dock door and cannot be used on any other.***
- vii. The driver may now insert the key into the key exchange box which is found under the traffic light system on the left hand side of the Dock door, by moving the protective flap and inserting the key turning it clockwise.
- viii. The driver must then make their way into the office and relinquish their keys until the operational process has been completed.
- ix. The trailer and bay are now secure and the team on the inside are made aware of this by a green beacon, they are able to open the door and operate the dock leveller. The trailer cannot be touched by the driver whilst the traffic light is red.
- x. The Castell system will not allow the key be taken out during this stage of the process.
- xi. Once the team on the inside are finished with the trailer they will close the door. When this has been done the traffic light on the outside will change from red to green to let the driver know the trailer is finished.
- xii. The driver will be informed the operational process has been completed and his keys will be returned to him and he is able to return to his vehicle.
- xiii. The driver will now be able to remove the Castell Key from the Key exchange box by pressing in the yellow button at the same time as turning the key Anti-clockwise removing it.
- xiv. The Salvo lock can be removed from the trailer by inserting the key into the SALVO turning it Anti-Clockwise, Then pulling the SALVO in a downwards motion removing it from the Airline Suzie.
- xv. The SALVO with key reattached will then be returned by the driver to the Silver cabinet below the bay light on the left hand side of the Dock door. ***(Please be aware all SALVO units and Keys are GPS tracked.)***
- xvi. When removing a trailer from a bay the Trailers electrics can be plugged in and the airlines can be connected and the air supply valves can be turned on.
- xvii. The driver can then pull the trailer away checking for other vehicles and pedestrians

Under no circumstances should anyone attempt to move a trailer which is on a red light



c. Driver Responsibilities

Please see embedded documentation for further details regarding Vehicle Coupling and Un-coupling and Driver/Site Responsibilities



Driver Section.doc



34. Reversing
vehicles onto Dock Le

d. Unloading

- i. Barn doors must only be opened immediately prior to reversing on to the door to avoid weather related issues.
- ii. Any vehicle seal must be opened by the driver and given to the goods in clerk on the desk. The seal will have been physically checked at point of entry to site, failure to produce the seal will put the load under risk of rejection.
- iii. Any temperature control documentation should be recorded at this stage before unloading commences and will be recorded by site staff.

We expect that under normal circumstances where there are no issues with the supplier delivery i.e. supplier is on time that standard articulated vehicles will be turned around within **90 minutes from the scheduled booking time**.

This allows for the tipping and receiving of the load and the driver being provided with returning paperwork. Double deck vehicles and loose loaded containers will take longer and must be agreed in advance.

e. Leaving the Site

- Ensure you have all relevant paperwork
- Approach barrier slowly
- Allow security to search vehicle if requested
- Wait for the barrier to fully raise and exit site

BRADFORD NDC SITE LOAD STANDARDS & REGULATIONS

1. Palletisation and Load Presentation
2. FSDU Delivery Requirements
3. Product and Outer Case Labelling
4. Minimum Product Life on Receipt
5. Damages, Rejection & RTMs
6. Customs & Excise
7. POD Queries

1. Palletisation & Load Presentation

- a. Pallets are required to be 1200mm X 1000mm (to BS 2629) standard size, four way entry, full size base- Blue CHEP or one way whites acceptable. Any loose loaded containers must be authorised by Marks & Spencer prior to arrival.
- b. All pallets must be built to the M&S agreed pallet configuration and not vary across deliveries of a UPC.
- c. All pallets presented should be wrapped by stretch wrap or similar such that integrity of the unit is maintained throughout distribution without cases being distorted due to over tightening. This process should prevent damage to product, trailer, packaging or the depot itself.
- d. Stretch wrap should extend around the pallet with all tails removed.
- e. Stretch wrapping film should have a puncture resistance of equivalent to the total pack weight.
- f. Stretch wrap must be enough to prevent any single case becoming loose or separated in transit.
- g. Stock should be presented with one UPC per pallet and with one date life per pallet. Any exceptions to this must be agreed by M&S Logistics and Category team prior to delivery at Bradford.
- h. Where it is agreed that products can be ordered at layer level pallets may be safely stacked on top of other pallets to maintain vehicle utilisation.
- i. Any double stacked pallets should have corner strips that are easy to cut to allow easy separation of pallets. All double stacking vehicle arrangements must be with the prior agreement with M&S Logistics and Categories.
- j. All pallets will be on a one-way trip basis.
- k. If you provide a CHEP pallet then we will accept this pallet onto our CHEP account and provide you with proof of delivery of the pallets into Bradford via a stamp and signature. Inbound to NDC – to be declared by suppliers and reconciled by Equipment Tracking (XPO Logistics' chosen assets tracking company).
- l. No pallets will be exchanged or provided back to suppliers from the NDC.
- m. The Site CHEP Account number is: [gid 0100682293](#)
- n. Euro pallets will not be accepted, unless agreed by the Marks and Spencer Logistics team and the category supply chain planner.
- o. No pallets will be returned to suppliers and no pallets are refundable.
- p. All pallets must be in good condition with all slats in place and unbroken. If the NDC needs to re-palletise due to unsafe pallets being presented the supplier or haulier will be charged the full cost of re-palletisation by the depot (See appendix).
- q. Pallet height must not exceed 1.9m (including the pallet). Exception to this can be requested and will need to be signed off by the NDC operations team and M&S Supply Chain Planner.
- r. All pallets should have a label affixed containing the product details and quantities, Best Before Date and Display Until/expiry Date of the UPC loaded.
- s. No pallet should exceed 1250 kg gross weight.
- t. Please see embedded documents below for additional information for BWS deliveries. All suppliers MUST abide by these requirements

M&S Food Logistics Handbook – Ambient

Failure to adhere to any of the above will breach the terms of trade and the following measures may apply:

- Load rejected
- Product receipting and invoicing delayed
- Cost recovery claims made (outlined within this document)

Marks and Spencer is committed to preserving the environment and, as such, would request the minimal amount of packaging is used at all times providing no detrimental effects to the product.



Examples of acceptable pallets and pallet presentation



Examples of unacceptable pallet presentation-



BWS Specific Load Presentation Standards



BWS Bradford
supplier pack.ppt



Stakeholders
responsibilities for I

2. FSDU Delivery Requirements (Free standing Display Units)

Suppliers may be asked to supply product in FSDU's – Free standing display units (filled or flat pack) through Bradford NDC. All relevant delivery standards and procedures apply and are outlined within this document, but it is also necessary for suppliers to be aware of the following points and requirements when delivering FSDU's:

- a. FSDU contents and delivery template to be completed and returned to relevant supply chain contact with at least two weeks' notice of delivery into NDC. (template available upon request from M&S Supply Chain Planner)
- b. Only 1 FSDU can be processed per day and managed through the NDC. Delivery slots for FSDU's will be granted with this in mind. M&S reserves the right to amend delivery slots according to business and NDC priorities.
- c. FSDU delivery slots will be granted during 22:00 and 10:00 window.
- d. FSDU delivery slots will be granted between Monday and Thursday.
- e. No FSDU's are held or processed at weekends. As a result, no delivery slots will be offered between Friday 20:00 and Sunday 22:00
- f. Confirmed booking slot required with booking reference is required to make delivery
- g. Accompanying FSDU Delivery paperwork is required
- h. Suppliers may be required to deliver FSDU's direct to RDC through the GIST network. Delivery bookings need to be confirmed through the central intake booking team - 01256 891975. Flight numbers (booking references) will need to be obtained to enable delivery into M&S RDC's.

3. Product Outer Cases and Labelling

- a. All packaging materials must comply with current legislation related to packaging. In particular contaminants in packaging materials, such as dilsopropylnaphthalenes, which are shown to cause safety issues when in direct food contact, should not exceed the limits established by MAFF Joint Safety Standards Group. Any packaging should not exceed the limits identified in current EC regulations with respect to heavy metals such as Lead, Cadmium, Mercury and Hexavelent Chromium.

For More Information...

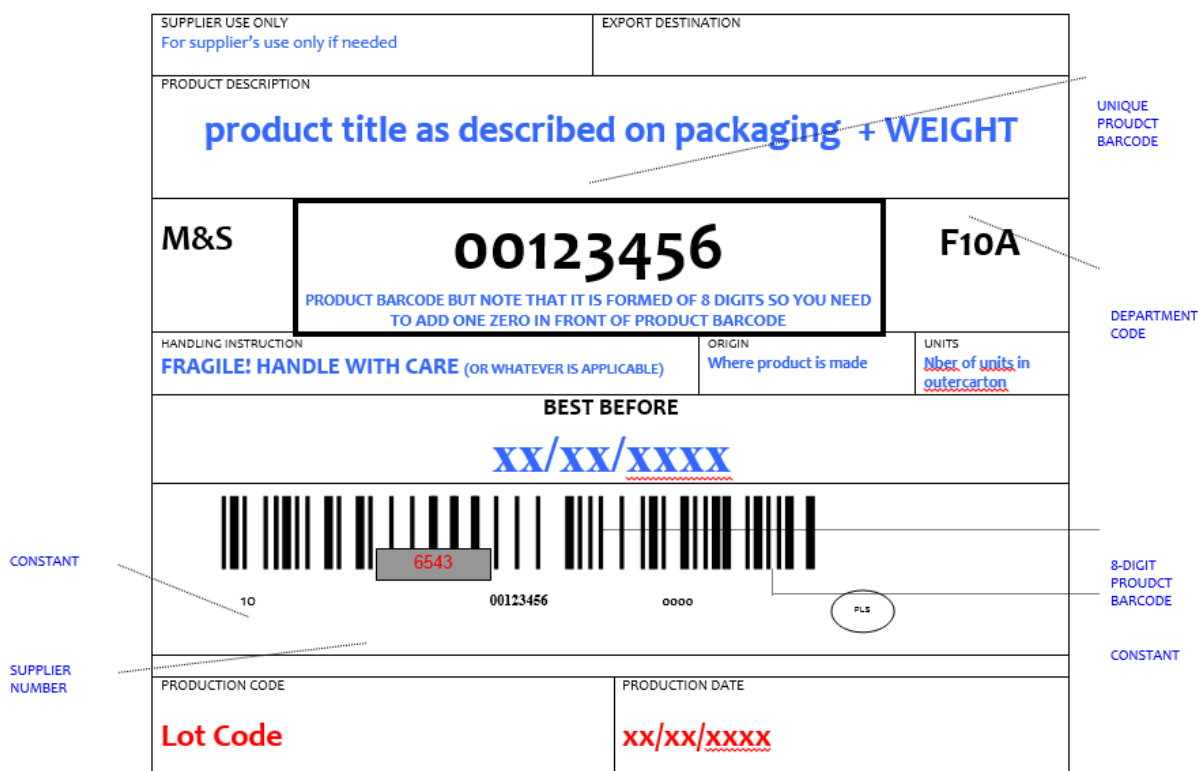


Please refer to the relevant Food Terms of Trade documentation which specifies the Technical and Health and Safety requirements for both the Product and Outer packaging.

- b. It is expected that all products will be delivered in cardboard box outers. Plastic trays used in the Chilled Distribution Chain are not acceptable unless with prior consent from M&S Logistics.

- c. Packaging must be of quality that ensures that it is fit for purpose for its handling through the end to end supply chain journey.
- d. All cases must not exceed 22kg which is the acceptable gross weight for manual handling.
- e. Tape must not be positioned so as to obscure punch panels or perforations or labels.
- f. Systems that restrict case movement on pallets by way of adhesives should be avoided, due to inefficiencies and damage caused during the picking operations.
- g. To minimise crushing damage, cases should have no more than 10mm of head space when packed. It is especially important when packing heavy items to keep this to a minimum.
- h. All pallets must be packed to the agreed pallet layer configuration in order to avoid case to case damage.
- i. All cases must be labelled accordingly and with a scanable barcode. please see Fig 1 below for details
- j. All outer case label designs must be sent to your supply chain planner for review. The outer case label will be test-scanned by the NDC operations team, who will confirm whether the outer case label can be used or not.
- k. Failure to adhere to any of the above will breach the terms of trade and the following measures may apply:
 - Load rejected
 - Product receipting and invoicing delayed
 - Cost recovery claims made

• Fig 1: M&S ambient outer case label format and requirements



l. Travel Testing

In most cases travel test samples will be sent to M&S' head office for approval from Bradford. Any samples sent to Bradford and intended for travel testing by M&S

Technologists **must be clearly marked up on the boxes** as these will be processed manually from point of receipt through to our Waterside Head Office where the sampling will take place. The name of the technologist within Waterside and destination address must be clearly marked. No POD will be created for these samples. It will normally take two to three days to reach Head Office for checking. Any stocks at the warehouse will be locked in the warehouse until quality control have cleared for release and communicated such to the warehouse. In exceptional circumstances certain products may be checked on receipt.

It is intended that Samples for Code Approval will be sent direct to Waterside via courier by Suppliers and will not travel through Bradford.

4. Minimum Life on Receipt

- a. All products must meet minimum product life requirements on delivery into the NDC as set by business (the actual percentage will be agreed with each supplier by the category).
- b. Product life must fall within the agreed life parameters. And all products will be subject to a minimum life check at the point of intake to ensure that the agreed life tolerances exist.
- c. Failure to meet the agreed minimum life as held on the Warehouse Management System will result in rejection at NDC unless permission has been given by the category and necessary systems have been adjusted to permit the delivery.
- d. If there are costs incurred due to non-immediate rejection these may be recovered from the supplier.
- e. Products received below the specified shelf life will be rejected.

Life Derogation Form – in the unlikely event that a supplier needs to deliver stock which is below the agreed MLOR, completion of a derogation form is required to ensure authorisation is obtained before delivery arrives at the NDC. The completed form must be sent to M&S Supply Chain & Commercial.



Derogation Form

To summarise the points above, products which fail life checks will breach the terms of trade and the following measures may apply:

- Load rejected
- Product receipting and invoicing delayed
- Cost recovery claims made (refer to Appendix)

5. Damages/Rejections/RTMs

For product quality issues, please refer to existing Food Technical Terms of Trade and see Returns to Manufacturer details below.

a. Damages

- i. Where delivery damage is evident upon opening a vehicle door the driver will be called to the back of the vehicle at the first instance to witness the load status. A digital photograph will be taken and kept for records.
- ii. LLA Damages: where damage is obviously significant the delivery will be rejected for immediate return to supplier without unloading. No POD will be issued for the rejected stock.
- iii. BWS Damaged stock: any damages will be offloaded and details sent to the Supply Chain Planner. The load will be rejected if there is a Health & Safety issue. No POD will be issued for the rejected stock.
- iv. Where immediate return to supplier is not practicable the product will be off-loaded, held on site at a cost to the supplier, chargeable on a daily basis (found within this document). No POD will be issued.
- v. Where damage is slight, e.g. one case on a pallet damaged we will seek to re-pack the case at a cost to the supplier. A POD for this re-packed case will be created once returned to good stock.
- vi. Where a small amount of the product is damaged *and all or some elements are irrecoverable* the delivery will be accepted but with the relevant case(s) shorted on the POD. The damaged products/cases will be destroyed/Re-couped.
- vii. Where a product case is found to have missing contents, a return to manufacturer claim will be levied against the supplier. This includes stock found to be non-compliant after the initial point of receipt e.g stock found post receipt but at a location in the NDC. This is likely to be within the middle of a pallet, and not visible upon initial delivery into NDC.

To summarise all the above, any delivery found with damaged/non-compliant goods will breach the terms of trade and the following measures may apply:

- Load rejected
- Product receipting and invoicing delayed
- Cost recovery claims made (outlined within this document)

b. RTM – Return To Manufacturer

- i. In the event of a product recall or technical quality concern with any product, impacted stock will be locked and made ready for collection for the supplier.
- ii. Collection of impacted stock must take place within 48 hours.
- iii. M&S supply chain planners will be responsible for the raising of all relevant RTM paperwork, and the supplier must arrange collection through the M&S supply chain team, working in conjunction with the NDC team.

N.B lot codes are not tracked systemically at NDC. Impacted stock can only be identified by Purchase Order number or Best Before End date.

6. Custom & Excise

The Custom & Excise team are based on site and will oversee the movements of any Duty Suspended stock (Inbound and Outbound). The team work closely with the M&S tax team to ensure the site is HMRC compliant.

For any DUTY SUSPENDED movements into the warehouse, the stock must be accompanied by an ARC (Administrated Reference Code) number

7. POD Queries

The following embedded file contains the full POD Query Management process for suppliers using the Bradford NDC. It covers context, points of contact, and specifically the deliver section which will be relevant to the Bradford Site. Please read carefully.



Bradford Query
Resolution Process \

All queries will be dealt with in the agreed time frames.

XPO Logistics Customer Service Contact Details	
Customer Service Support Desk LLA	<i>02087 187669</i>
Customer Service Support Desk BWS	<i>0208 7180109</i>

BRADFORD NDC SITE LOAD STANDARDS & REGULATIONS

1. Visiting the NDC

1. Visiting the NDC

If there is a requirement to visit the NDC to inspect stock at any time, upon agreement of dates and times with the NDC then prior to visiting the following documentation needs to be sent to ensure there is a safe working relationship between XPO Logistics and the supplier.

- Risk Assessment
- Method Statement
- Suppliers' Liability Insurance Certificate (copy of)
- Names and quantity of intended visitors
- The correct PPE for a warehousing environment including:
 - Safety Footwear
 - High Visibility Vest / Coat
 - Safety Knife (upon requirement of cutting case packaging)
 - The above can be provided upon request, however best practice to supply own

Upon receiving the correct paperwork, all visitors intending to carry out work within the NDC will be contractor inducted to ensure a safe working environment is maintained. Failure to provide the required information before attendance will result in failed access to site.

a. Health & Safety on Site

a. Personal Safety

For your safety, you are requested to read these guidelines carefully and keep them with you during your visit for reference.

Please wear your visitor badge whilst on the premises and return it to security when you leave to ensure your departure is recorded.



Site Speed Limit is 10mph



Smoking

Smoking is only permitted in the smoke shelter located in the car park. The site has a strict no smoking policy and smoking is only permitted in the designated area. This area is located on the main car park. Smoking in vehicle cabs is not permitted.



In operational areas high visibility vests and foot protection must be worn. Failure to adhere to site health and safety may result in refusal of permission to enter.

In line with current health and safety legislation, all employees are required to exercise all reasonable care for their own health & Safety and that of other persons who may be affected by their acts or omissions at work and to also co-operate with XPO Logistics & M&S to comply with these requirements. We naturally expect all visitors to do the same.

b. Vehicle Safety

Your vehicle should be parked in the designated car park, and not obstructing vehicles and pedestrians.

When parked, the vehicle is left at the owner's own risk. Do not leave personal items or belongings on display.

c. Warehouse

When walking within the yard / warehouse high visibility clothing must be worn with safety footwear. If walking through the warehouse please stick to the designated pedestrian walkways where possible.

d. Fire Alarm Testing

Fire Alarm Testing will be carried out every Friday at 10am. It will sound for approx. 30 seconds. If the alarm sounds at any other time then treat this as an actual fire alarm and follow the evacuation procedure.

e. Emergencies

If you discover a fire, immediately activate a fire alarm break glass point by breaking the glass.

An alarm will be signaled by a continuous ringing bell signifying that the building must be evacuated.

Leave the building by your nearest available exit and proceed with your site contact to the nearest fire assembly point. There are 4 fire assembly points: 1, at the red & white barrier in the main car park, 1 in the northern car park, 1 on the east side and 1 on the West side. Exact locations are detailed on the site plan in the security area.



- DO **NOT** STOP TO COLLECT PERSONAL BELONGINGS.
- DO **NOT** USE THE LIFTS
- CLOSE ALL DOORS AND WINDOWS ON EXIT.
- DO **NOT** RE-ENTER THE BUILDING UNTIL INSTRUCTED TO DO SO BY A FIRE MARSHALL.

If you might need assistance with an emergency evacuation please inform security or your site contact on arrival at the site.

If you discover a suspicious package immediately call security or tell your site contact.

f. Accidents & First Aid

Accidents, serious incidents and unsafe conditions should be reported to your site contact immediately.

First Aid treatment is available if required. Call security or ask any staff member to summon a qualified First Aider.

g. Facilities

Toilets are located in numerous areas around the site. Vending Machines are located in the canteen areas. These contain snacks and hot/cold drinks.

h. Security Search

Please note on departure, security will be operating a stop and search policy.

The search procedure falls within 4 main categories:

- i. Where there is reasonable cause to believe that you are in possession of goods which are stolen.
- ii. Where goods have been stolen in circumstances which indicate that you may be involved and a search may recover those goods.
- iii. Where the search is a random routine procedure in compliance with the XPO Logistics requirement for theft prevention.
- iv. All empty vehicles outbound will be searched.

AMBIENT SUPPLIER PERFORMANCE & COMPLIANCE

1. Key Performance Measures
2. M&S Scorecard Criteria
3. BWS Supplier Compliance
4. Supplier Service Special Measures (Dealing with non-compliance)

1. Key Performance Measures



KPI
a. Delivery on time and in full target: 99% Orders receipted on time in full (OTIF)

a. Supplier Delivery Accuracy

It is a requirement for all supplier orders to be delivered on time and in full according to the due date and case quantity ordered per UPC on the purchase order.

OTIF is a reflection of what has been ordered on a PO against what has been goods receipted. Stock delivered needs to be accurate in quantity and delivery date against the M&S PO. Anything booked onto a PO post

delivery date will count as a shortage. Deliveries into NDC will be measured by day and summarised as a weekly score % score. This score will be measured on a weekly, monthly and yearly basis. It will form the main part of the supplier service section within the M&S category scorecard process.

Failure to meet the M&S expectation for order fulfilment will impact product availability for our customers and will also result in inaccurate forward order plans. It is in the supplier’s best interest to supply all M&S orders OTIF.

Where weekly supplier delivery accuracy falls below 99% on time and in full, the supplier must provide full reasoning, analysis and an action plan to the relevant supply chain contacts. Where a supplier records three consecutive week’s below 99% of on time and in full deliveries or records 7 weeks below 99% within one financial quarter the supplier will enter the Special Measures Process.

KPI
b. No instances of supplier ‘no shows’
c. No instances of supplier lateness
d. No instances of supplier late cancellations or failure to use fixed slots.

b. Deliveries Target:

Failed supplier deliveries, lateness, late cancellations and failure to use fixed booking slots negatively impact the efficiency of our operation at NDC and ultimately impacts product availability for our customers. Inbound, outbound and labour plans will be based on suppliers adhering to delivery slots they are given.



If any of the M&S delivery expectations are not consistently met the following will apply-

- Load rejections/refusal to tip loads
- Product receipting and invoicing delayed
- Cost recovery claims made (outlined within this document)
- Enrolment in the Supplier Service Review and special measure process
- Supplier bookings reviewed/amended where applicable

c. Equipment, Outer Case & Load Presentation Compliance Target:



KPI
e. No instances of damaged stock or pallets
f. No instances of no/incorrect paperwork
g. No instances of outer case compliance issues (non-scannable barcode/ no UPC or UPT detailed)
h. No instances of case contents issues (packaging failures, missing units)
i. No instances of poor vehicle presentation (rear doors, holes in floor)
j. No instances of non-vehicle seal

Equipment and outer case non-compliance negatively impacts the efficiency of our goods in, pick and allocation operation at NDC and RDC. Non-compliance will ultimately impact product availability for our customers.

If any of the M&S equipment and outer case expectations are not consistently met the following will apply-

- Load/case rejections
- Product receipting and invoicing delayed
- Cost recovery claims made (outlined within this document)
- Enrolment in the Supplier Service Review and special measure process

d. Product Rejection Target:



KPI
k. No instances of load rejections (health and safety issues)
l. No instances of date life rejections (MLOR issues)
m. No instances of delivery temperature rejections

Failure to meet the M&S expectation regarding product rejections will cause product availability issues for our customers. Rejections will also impact the integrity of the forward order plans sent to suppliers.

If any of the product rejection expectations are not consistently met the following will apply-

- Product receipting and invoicing delayed
- Cost recovery claims made (outlined within this document)
- Enrolment in the Supplier Special Measure Process

2. M&S Scorecard Criteria

- a. The KPI measures above will be captured by site and reviewed on a weekly/biweekly and monthly basis.
- b. Consistent failure to meet requirements will be escalated and included in routine Supplier Scorecard discussions that take place with the M&S Categories.

To highlight how these measures feed into the category scorecard process and supplier review, the supply chain elements of the scorecard are summarised below in Fig 1.

Measures	Provisional	Bronze	Silver	Gold
Supplier Deliveries- Stock available and delivered on time and in full.				
OTIF (99%)	OTIF <97%	OTIF <98%	OTIF <99%	OTIF >99%
Supplier 'No shows'	> 5 instances	3-5 instances	1-2 instances	0 instances
Fixed delivery slot 'no show'	> 5 instances	3-5 instances	1-2 instances	0 instances
Lateness (>30 minutes after confirmed booking slot)	> 5 instances	3-5 instances	1-2 instances	0 instances
Late delivery slot cancellation (less than 48 hours notice given)	> 5 instances	3-5 instances	1-2 instances	0 instances
Equipment and Outer Case Compliance				
Pallet compliance (broken, no pallet wrap, euro)	> 5 instances	3-5 instances	1-2 instances	0 instances
Case Compliance (scanable barcode, unclear upc/ UPT missing)	> 5 instances	3-5 instances	1-2 instances	0 instances
Case contents issues (units missing, cardboard failure, no shrinkwrap)	> 5 instances	3-5 instances	1-2 instances	0 instances
Delivery Documents (missing, no upc's)	> 5 instances	3-5 instances	1-2 instances	0 instances
Vehicle presentation (holes in floor, no rear doors, vehicle seal)	> 5 instances	3-5 instances	1-2 instances	0 instances
Load presentation (shot loads, goods obstructing M&S goods)	> 5 instances	3-5 instances	1-2 instances	0 instances
Product and Load Rejection				
Dateline (MLOR)	> 5 instances	3-5 instances	1-2 instances	0 instances
Health and Safety (stowaways, loose loaded)	> 5 instances	3-5 instances	1-2 instances	0 instances
Delivery Temperatures	> 5 instances	3-5 instances	1-2 instances	0 instances
Driver site compliance (abusive, unsafe behaviour)	> 5 instances	3-5 instances	1-2 instances	0 instances

Fig 1: M&S Scorecard Criteria (LLA)

3. BWS Supplier Compliance

a. Non-Compliant Loads

Any loads which are deemed to be non-compliant in accordance to the detail in this pack will be subjected to the following:

- Load rejected and potential charges may be applied, detailed below
- Supplier moved onto the Special Measure Process

b. Missing Paperwork

Any loads which arrive at the depot with missing or incorrect paperwork on 2 occasions in one quarter will be subjected to the following:

- Load rejected and potential charges may be applied, detailed below
- Supplier moved onto the Special Measure Process

c. Purchase Order Discrepancies

Any orders which are sent into depot with purchase order discrepancies such as volume mismatches and missed delivery dates on two occasions in one quarter will be subjected to the following:

- Load rejected and potential charges may be applied, detailed below
- Supplier moved onto the Special Measure Process

4. Supplier Service Special Measures

As detailed within this document failure to adhere to any of the expectations, measurements and requirements outlined will result in a supplier being put on Supplier Service Special Measures process, amongst other consequences. A summary of the Supplier Service Special Measures process can be found below.

a. Supplier Service Special Measures

The special measures process is a detailed investigation of deliveries, production planning, supplier processes and performance monitoring that will formalise with an agreed action plan to address the causes of underperformance or non-compliance. You will be informed if you have been placed on the special measures process by your SCP.

An initial meeting will take place at Waterside head office, where the action plan will be agreed. Subsequent review meetings will be agreed at this point. These may take the form of face to face meetings at Waterside head office, the supplier site or via skype. During these meetings you will be expected to provide an update to the agreed action plan 48 hours before the meeting. You will also be expected to come prepared to agree follow up actions.

As a means of cost recovery the underperforming or non-compliant supplier will be subject up to a £500 charge weekly until performance has improved. This charge is an additional administrative charge and therefore will not offset other non-compliant charges outlined in this document.

The process will be informed using data collated by the NDC operations team, as well as M&S IT systems.



Criteria for Entering Special Measures

- SDA below 99% for three consecutive weeks
- SDA below 99% for seven weeks within one financial quarter
- >2 delivery non-conformance (no shows, lateness, fixed slot)
- >2 equipment and outer case non-conformance (stock, pallets, barcode, packaging, seal)
- >2 product/load rejections at NDC (health and safety, MLOR, damages)

b. Special Measure Programme summary

The following points form the special measure process.

- i. An Initial Review meeting at M&S Waterside with key stakeholders- M&S category buyer, SCP, Category and Central FIP with supplier equivalents. Aim, identify issue cause and agree an action plan for improvement back to acceptable standards of service.
- ii. Review meetings, to understand and measure progress to the agreed action plan.
- iii. Supplier production planning process to be implemented (template available from your SCP) see Fig 2 below.
- iv. Daily communication of issues and resolutions from the Supplier to the M&S category team. (Inc Shortages, Non-compliance, UPC, delivery date, load plans and times).

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- v. Weekly conference call to discuss production plans and end of week publishing of OTIF and compliance measures.
- vi. Provide delivery paperwork to the XPO and Logistics teams via email. This must be actioned prior to the load being despatched from site.
- vii. Provide an image of the load presentation to the XPO team, Logistics and the SCP's via email. This must be actioned prior to the load being despatched from site.

Fig 2 – Production Planning Document

delivery date w/c		25/03/2018				01/04/2018				08/04/2018				
UPC	Description	Current Stock on Hand	M&S Order (finalised)	Current Week Production	Stock on Hand (start of week)	Difference / end position	M&S Order (finalised)	Current Week Production	Stock on Hand (start of week)	Difference / end position	M&S Order	Current Week Production	Stock on Hand (start of week)	Difference / end position
00010252	TMRC TINGLE SHAR	600	0	0	600	600	0	0	600	600	0	0	600	600
00043199	THAI SWEET CHIL	384	0	0	384	384	0	0	384	384	0	0	384	384
00043818	LS GIANT CORN	1369	495	0	1369	874	0	0	874	495	0	0	874	379
00043832	LS HABAS FRITAS	1980	495	0	1980	1485	0	0	1485	1485	495	990	1485	1980
00043849	JALAP GIANT CN	858	0	0	858	858	495	0	858	363	495	0	363	-132
00378673	CRISPY CTED CHI	0	0	0	0	0	0	0	0	495	0	0	0	-495
00405614	LUX NUT ASST	1388	640	640	1388	1388	640	1280	1388	2028	0	0	2028	2028
00662062	SEEDNUT MIX	755	180	0	755	575	180	0	575	395	360	0	395	35
00685489	WASABI PEAS	936	0	1650	936	2586	825	0	2586	1761	0	0	1761	1761
00680226	PEANUTS 550G	2785	640	0	2785	2145	768	0	2145	1377	512	0	1377	865
00764001	PEANUTS 200G	4014	640	0	4014	3374	1230	0	3374	2094	640	0	2094	1454
00686068	VEGGE PWR SHARE	750	0	0	750	750	0	0	750	750	0	0	750	750
00815342	RSTD/SLT ALMOND	890	0	0	890	890	0	0	890	890	864	864	890	890
00937900	RST LUX NUTS	891	448	0	891	443	336	1008	443	1115	336	0	1115	779
00939812	JAPNISE DUO SHAR	497	0	0	497	497	0	0	497	497	0	900	497	1397

The service review and special measure process will finish with the agreement of the full M&S category team and supplier. M&S reserves the right to initiate and end the special measure process.

c. Compensation for Costs Incurred

As noted within this document there are certain activities for which the supplier, has caused an unjustified cost to Marks and Spencer. These will be reported by the Warehouse Operator to M&S, with back up documentation. M&S reserve the right to debit suppliers for these costs.

[For More Information...](#)



For full details on charging see Ambient Compensation Claims – Supply Chain Special Measures

d. Compensation Claim Mitigation

There will **not** be compensation claims raised for issues mitigated by:

- Depot booking errors. There will be no claim on the supplier where it can be shown by the supplier with reasonable certainty that the NDC has made a receiving error.
- Products showing as extras caused by a vehicle arriving late in the previous day and therefore after systems cut-off times.
- Where products arrive too late to be captured on systems on the day of delivery this is not the fault of the supplier and no compensation claim made will be made.
- Changes made to the final order by M&S.

LOGISTICS & SUPPLY CHAIN RATE CARD

This appendix lists all charges related to the policies applicable to Food Suppliers under the Foods Logistics Handbook - Ambient

1. Equipment Charges
2. Ambient Compensation Claims – Supply Chain Special Measures
3. NDC Compensation Claims

1. Equipment Charges

Returnable Trays	Standard size trays: MT 1, MT 3, MT 5	30p per tray/use
	Half tray MT 2	26p per tray/use
Cardboard	Charge payable on the supply of any product delivered to depot not in a returnable tray.	15p per case
FSDU	Charge applied for each individual UPC/case within Free Standing Display Unit (FSDU) or Impulse Units	15p per UPC/case
KPI Charge	Payable by suppliers where 2 or more Equipment Management KPI's are not achieved	£500 per week
Misuse of Equipment	Misuse or loss of trays	£5.50 per tray (per instance)
	Misuse or loss of Orange Customer Order trays (incl use for core/shelf product)	£5.50 per tray (per instance)
	Misuse or loss of dollies	£25 per dolly (per instance)
	Use of wooden pallets for half trays	£5.50 per tray (per instance)
	Incorrect return of non-faulty trays	£5.50 per tray (per instance)
	Using unclean trays	£5.50 per tray (per instance)

2. Ambient Compensation Claims – Supply Chain Special Measures

The Marks and Spencer supply chain planner will lead the Supplier Special Measures process.

Suppliers whose performance has consistently failed to meet acceptable levels for service metrics in the outlined period will be contacted by the supply chain planner who will explain the Special Measures Process.

If following completion of the Special measures process the expected levels of performance are not achieved then compensation charges for costs incurred will be made up to the maximum value of £500 per week until service levels are met for a consecutive 4 week period.

3. NDC Compensation Claims

Compensation for Cost Incurred	Claim Per Incident	Per	Comment
Date - Life (MLOR)	£25	10 Cases	Stock delivered below MLOR
Late Delivery	£200	Load	Late more than 30 minutes after agreed booking slot
Delivery 'no show'	£200	Load	Supplier did not arrive on the day of booking slot
Fixed Delivery Slot 'no show'	£200	Load	Supplier did not cancel or arrive on the day of booking slot
Late Delivery Slot Cancellation	£100	Load	Supplier cancels delivery slot within 48 hours' notice of the booking slot
Pallet Non-Compliance	£50	Pallet	Pallet presented for delivery without meeting compliance standards
Case Non-Compliance	£25	Case	Cases presented for delivery without meeting compliance standards
Paper Work Non-Compliance	£200	Load	Paper work presented for delivery without meeting compliance standards
Load Non-Compliance	£200	Load	Vehicle presented for delivery without meeting compliance standards

CONTACT DETAILS

M&S HEAD OFFICE		
M&S Supply Chain Planners	Via your category contacts	
M&S Food Logistics Primary Logistics	Primary.Operations@marks-and-spencer.com	
Gist M&S Head Office Embedded Team	Food.logistics@marks-and-spencer.com	
M&S Food Logistics Asset Management	Richard Welch - Asset Management Richard.Welch@marks-and-spencer.com	
RDC Network		
Gist Head Office	Rosewood, Crockford Lane Chineham Business Park Basingstoke RG24 8UB	01256 891111
Gist Supplier Help Desk Centre (HDC)	POD Goods Receipts Queries – Chill and Short Life Ambient	01256 891379
LOGTEK Equipment Management Services	LOGTEK Services 17 Ridgeway Quinton Business Park Birmingham B32 1AF	0121 506 0135 marksandspencer@logtek.com
Gist Asset Manager	Stuart Cantwell - Gist Ltd	07768 685227
Barnsley	Industry Road Carlton Industrial Estate Barnsley Yorkshire S71 3LJ	01226 722218 Barnsley.Intake@gistworld.com
Bristol	Short Way Thornbury Industrial Estate BS35 2UZ	01454 422000 Brilntake@gistworld.com
Crewe	Quakers Coppice Crewe Cheshire CW1 6FB	01270 586121 Crewe.Intake@gistworld.com
Clonshaugh Eire	Willsborough Industrial Estate Oscar Traynor Road, Clonshaugh Coolock, Dublin 17 Republic of Ireland	00353 18774708 Contact directly for POD Goods Receipts Queries Direct Ireland RDC deliveries
Cumbernauld	22 Lenziemill Road West Lenziemill Industrial Estate	01236 727981

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	Cumbernauld Glasgow G67 2XN	Cumbernauld.Intake@gistworld.com
Enfield	158 Bancroft Way Brimsdown Enfield EN3 7QP	02083 443200 Enfield.Operations@gistworld.com
Faversham	Oare Road Faversham Kent ME13 7TW	01795 594200 FavIntake@gistworld.com
Hemel	Three Cherry Trees Lane Hemel Hempstead Hertfordshire HP2 7PZ	01442 241411 Hemel.Operations@gistworld.com
Thatcham	Enterprise Way Thatcham Berkshire RG19 4BQ	01635 290800 Thatcham.datelife@gistworld.com
NDC Network		
Bedworth – Frozen DC	St David's Way Bermuda Park Bedworth CV10 7SE	02476 324000
Bedworth Supplier Help Desk	POD Goods Receipts Queries – Frozen	02476 354916
Bradford	M&S Bradford Prologis Park Bradford Phase 1 New Hall Way Bradford BD5 8LZ	0208 718 7651
Bradford Supplier Help Desk	POD Goods Receipts Queries – Long Life Ambient & BWS	02087 187651
Martin Williams Contract General Manager	Martin.Williams@XPOlogistics.com	07867 142568
Philip Robinson Site Manager	Philip.Robinson@marks-and-spencer.com	07775 695558
Hon Shing Planning and Supply Chain Manager	Hon.Shing@marks-and-spencer.com	07809 678516
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Caroline Grundy Stock Team Leader Nights	Caroline.Grundy@marks-and-spencer.com	02087 187669
Stock Team Stock Team Clerks	Email All Here	02087 187665
Primary Transport		
Gist Spalding	Wardentree Lane, Pinchbeck, Spalding Lincs	+44 (0) 1775 764000
Gist Chesterfield	Unit 2, Seymour Link Rd Woodthorpe, Mastin Moor Chesterfield S43 3FG	01246 387530
Gist Portbury	First Avenue ,Royal Portbury Dock Bristol BS20 7XR	01275 374051
Gist Carlisle	Riverbank, Brunel Way, Durrhill Industrial Estate, Harraby, Carlisle, CA1 3NQ	+44 (0) 1228 815140
Gist Motherwell	5 Brittain Way Motherwell, Eurocentral North Lanarkshire ML1 4XJ	01698 840450
Gist Clonshaugh	Willsborough Industrial Estate Oscar Traynor Road, Clonshaugh Coolock, Dublin 17	00 353 1877 4708
NFT	East Midlands Consolidation centre Azalea Close, Clover Nook Industrial Estate, Somercotes, Alfreton, Derbyshire, DE55 4QX	01773 523600
NFT Alfreton	Azalea Close Clover Nook Industrial Estate Somercotes Alfreton Derbyshire DE55 4QX.	01773 523623.
NFT Bristol	10 Britannia Rd Patchway, Bristol, Avon BS34 5TA	0117 969 7030
NFT Daventry	East One Building Danes Way DIRFT Logistics Park	01788 520700

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	Northamptonshire NN6 7GX.	
NFT Bradford	Bradford Pro Logis Park, Rooley Road, Bradford, BD5 8LZ	02087 187655
NFT Penrith	Bulmans Hawswater Road Penrith Ind Estate Penrith Cumbria CA11 9EU.	01768 899603
BWS TRANSPORT		
DSV		01827 871246
FFG Hillebrand	London Office	01708 689000

GLOSSARY OF TERMS

3PL	Third Party Logistics
AM Cycle	The Product must arrive into the M&S RDC 06:00-14:00
ASN	Advanced Shipping Notification – All outbound vehicles from supplier will require an ASN that contains all SSCC and TEL information
Asset	Any equipment managed by LOGTEK Services on behalf of M&S
B2B	Business to Business
BSC	M&S Business Support Centre
Buffer Stock Site	Any site controlled by a haulier that holds M&S equipment or Assets
CAU	Central Accounts Unit and is a team employed by GIST
Code Approval	Samples of a batch that are sent to M&S Head Office for approval by the M&S Food technical and development team
CPP	Confirmation of Price and Pack
Cycle Time	The amount of days a Supplier will have any one piece of equipment. This may also be referred to as 'Stock Holding' or 'Dwell Time'. Cycle Time can also refer to the amount of days the equipment takes to move throughout the complete supply chain;
DLNR	Date Life Notification Report is the Gist website to enable access to date life rejections on a daily basis and RFID compliance information
DUD	Display Until Date
ECN	Electronic or paper copy of Equipment Control Notes with details of the Assets on the load;
EDI	Electronic Data Interchange. This links M&S systems with Suppliers' systems and passes PO, POD, Invoices and other business documents between both parties
EDN	Electronic Delivery Note. This is effectively an advanced shipping notice sent from the Suppliers system to the M&S RDC prior to the delivery of Product

FTO	Food to Order. Bespoke customer orders placed directly by the customer with nominated store/day for collection
GXS	Third party software house appointed by M&S to support the EDI process
Haulier	All transport used to collect Assets or deliver Products on behalf of Suppliers
HDC	Gist Supplier Help Desk Centre (for RDC POD Goods Receipt Queries)
HHT	Hand Held Terminal
IDD	Into Depot Day
IWF	Intelligent Web Forms relating to EDI messaging
KPI	Key Performance Indicator and are the agreed performance targets between the Supplier and M&S
Lintracker	The Asset control system owned by LOGTEK Services and licensed by M&S for the control of Assets
M&S RDC	All M&S Regional Distribution Centres that receive products from supplier for redistribution to M&S stores. M&S RDCs also receive empty equipment from stores for redistribution to Suppliers for equipment control purposes
Maximum / Target Balance	Is the figure, set by LOGTEK Services in conjunction with the Supplier, which refers to the maximum amount of Assets that a Supplier can have on their balance at any one time as a KPI measure only
MD1	Green standard store dolly (single foot print) used by M&S
MD2	Black standard Supplier dolly (double foot print) used by M&S
MR1	Roll pallet
MT1	Standard metric tray used by M&S
MT2	Half metric tray used by M&S
MT3	Deep tray used by M&S (e.g. For Turkey at Christmas)
MT5	Standard metric orange customer order tray used by M&S
NDC	National Distribution Centre
P2P	Purchase to Pay

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Pack House	Any business employed by a Supplier to pack Product for future sale in M&S after manufacture by the Supplier and before delivery into the M&S RDC
PAV	Pick Accuracy Verification software employed by Suppliers to ensure accurate delivery of M&S orders into the M&S RDC
PM Cycle	The Product must arrive into the M&S RDC 14:00-22:00 or earlier for Export product
PO	Purchase Order
POD	Proof of delivery
PPE	Personal Protective Equipment
PPT	Power pallet truck
Q box	Horticulture collapsible box
RFID	Radio Frequency Identification
RTM	Return to manufacturer
RTP	Returnable Transit Packaging
SCSM	Supply Chain Special Measure
SSCC	Serial Shipping Container Code – Each dolly/pallet requires two SSCC labels on adjacent sides. Contains all production information for that dolly/pallet.
SRV	Store Returning Vehicle where the vehicle, on a return leg from store, collects Product from a Supplier and leaves Assets at the Supplier
Supplier	All suppliers of Product to M&S for sale in M&S
TEL	Tray End Label
Third Party Tray Wash Site	Any site employed by a Supplier to wash trays on their behalf within the M&S supply chain
UPC	Universal Product Code
UPT	Units per tray