

M&S

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Food Logistics Handbook -Chilled



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Contents

Introduction.....	3
Purpose of this document.....	3
M&S IT Systems and Process.....	3
M&S Food Network Map.....	4
A. Information for Suppliers of Chilled Short Life Ambient and Flowers & Plants.....	5
1. Demand Forecasting and Purchase Orders	5
2. Food to Order (FTO) & Christmas Food to Order (CFTO).....	6
3. Product Date Life Rejection	7
4. Managing Supplier Performance.....	8
5. Product Presentation Standards and Vehicle loading	9
6. Transport to M&S RDCs: The Primary Network.....	10
7. Equipment Requirements.....	11
8. Information for Suppliers of Frozen Foods.....	14
9. Export Product.....	15
10. Supplier Top Tips.....	16
APPENDIX A: GUIDE TO M&S SUPPLY CHAIN ORDERING PROCESS.....	18
APPENDIX B: CHILLED FOOD DELIVERY PRODUCT PRESENTATION STANDARDS.....	29
APPENDIX C: RDC LOAD PRESENTATION STANDARDS.....	47
APPENDIX D: PRIMARY TRANSPORT PROCESS.....	56
APPENDIX E: EQUIPMENT MANAGEMENT PROCESS.....	61
APPENDIX F: SUPPLIER RDC DELIVERY QUERY GUIDE	73
APPENDIX G: HEAD OFFICE PRODUCT SAMPLE PROCESS	81
APPENDIX H: BEDWORTH FROZEN PROCESS	85
APPENDIX I: LOGISTICS & SUPPLY CHAIN RATE CARD	86
APPENDIX J: LOGISTICS DEPOT ADDRESSES AND CONTACT DETAILS	88
APPENDIX K: GLOSSARY OF TERMS.....	91

Introduction

Welcome to the Food Logistics Handbook - Chilled.

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 Chilled Short Life Ambient, Flowers & Plants and Frozen Product 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 Appendix L*

A. Information for Suppliers of Chilled Short Life Ambient and Flowers & Plants

This section is for suppliers of chilled and short life ambient product including bakery products and flowers & plants delivered into RDC Gist managed and consolidation hubs

1. Demand Forecasting and Purchase Orders

M&S provides Suppliers with 28-day forecasts of expected demand, these are sent on a daily basis via email. It is important the 28-day forecast is reviewed daily by suppliers, this will ensure any changes to the plan are picked up quickly and can be resolved with the category team.

Q is a forecasting, ordering and allocation system used by M&S Foods. 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.

Maximising product availability to the customer and minimising in store waste are key priorities for M&S. As a supplier, you are expected to work closely with your Forecast Planner and Supply Chain Planner to maximise the opportunity to increase availability and reduce waste in stores.

In line with agreed lead times Purchase Orders (PO), split by Depot intake cycle and by category are sent to Suppliers via EDI on a daily basis (5.15am SLA)

Delivery against POs

- a. All deliveries into depot must be accompanied by a valid PO number.
- b. Delivery accuracy is a fundamental requirement of the supply agreement with all suppliers.
- c. M&S will only pay for the quantity of goods ordered on the relevant purchase order. Additionally, compensation charges may be imposed for short deliveries
- d. If goods are booked in at depot without a valid PO number, no Proof of Delivery (POD) will be issued for the supplier to invoice against. As a result, these goods are processed as 'free stock'.
- e. Where the quantity delivered exceeds the quantity stated on the PO, a POD will only be issued for up to the quantity stated on the PO, the balance over delivery will be taken as 'free stock'.

If free stock has been taken in error suppliers may submit a "free stock reversal" request to the respective category who will undertake an investigation and determine if the request is approved.

2. Food to Order (FTO) & Christmas Food to Order (CFTO)

a. Food to Order (FTO)

All year-round M&S customer ordering is a high-profile service available for Customers to order from a brochure or online, for collection in store on a specified date.

Food to Order purchase orders must always be prioritised and fulfilled.

A dedicated call centre run by Capita supports the Food to Order service acting as a central point of communication between all parts of the Food to Order service including Suppliers, M&S RDCs, Head Office and stores. Capita are responsible for co-ordinating recovery activity, including requesting resends, communicating

shorts to stores etc.

If a Food to Order product is advised as short delivered, evidence to suggest the delivery was out loaded and delivered on time must be provided to the Category Supply Chain Planner (SCP).

For More Information...



It is imperative that any FTO short deliveries are fully advised at the earliest opportunity and in advance of expected delivery, using the process detailed in the FTO section in Appendix A

b. Christmas Food to Order (CFTO)

M&S operates a CFTO operation which is equally key, both to the customers and the M&S brand.

It is imperative that all orders are fulfilled on CFTO. Timely and accurate communication is imperative.

CFTO stock movements are managed separately from the all year round FTO operation. Due to the critical importance of these orders, together with the short time frames involved, a specific team is set up to co-ordinate any supplier or haulier issues and store queries over the peak delivery and collection period.

In order to accommodate the high volumes required to meet CFTO demand additional warehousing facilities are secured by M&S and suppliers may be asked to deliver into these locations during the run up to peak trading.

Suppliers are required to contribute towards the additional costs involved in managing the CFTO operation associated with their CFTO products. Charges are levied per tray and are incremental to the normal equipment hire charges. Charges are advised separately each year.

Each Category Supply Chain Planner will run through the process in detail with their CFTO suppliers when buys are being agreed for the period.

3. Product Date Life Rejection

Where product arrives at depot with less than the expected minimum life this will be recorded. Suppliers will have full visibility of which products have fallen below the minimum date life via the VaMoS system (Visibility and Movement of Stock). This information will be used to monitor compliance to the parameters agreed within the M&S product production contract.

The data for date life is taken from the tray end label so it is important to ensure that these correctly reflect the tray contents.

Date Life Rejections caused by M&S Reference Data errors will be represented against the Purchase Order.

Date Life Rejections caused by supplier errors will not be represented, unless deemed business critical

Planned short life stock pre- agreed with the Category will be accepted providing it is supported by a temporary Production Contract implemented by the Supply Chain Planner



We reserve the right to charge compensation against, or reject, any stock which comes into depot short of agreed minimum date life.

The supplier or haulier must advise the RDC in advance if any stock is being 'carried over' i.e. arriving into depot a day or more later than planned in order to avoid it falling into date life stock.

4. Managing Supplier Performance

Suppliers are expected to review their own performance on a regular basis and work with their Supply Chain Planner to drive continuous improvement in availability to the customer and waste reduction.

We have developed tools and processes to support this and to enable us to work collaboratively with suppliers including:

- i. The On Time In Full Dashboard (OTIF)
- ii. Supplier Scorecards and associated Annual Review
- iii. The Supply Chain Special Measures Process



Supply Chain Special Measures Process (SCSM)

As part of working collaboratively with the M&S Supply Chain teams, we have implemented the SCSM process to identify and support underperforming suppliers to help them achieve category standards.

Assessment of Supplier performance against these standards will feed into their annual scorecard review where their overall Supplier status is given a bronze, silver or gold rating.

A Supplier who has been failing against the defined performance targets will be put into SCSM and required to attend a series of SCSM review meetings. These are designed to drive best practice, allow open and honest feedback on issues which are supplier or M&S caused and proactively look for solutions.

Suppliers in SCSM will be required to ensure representation from the relevant business functions at the review meetings.

Once meetings have commenced, there will follow a period of progress reviews until the supplier has all metrics performing at acceptable levels against the criteria.

Any suppliers who continue to fail to meet the required standard will be further reviewed and escalated as required to the senior foods team.

Performance targets have been defined for:

- On Time in Full (OTIF) performance below the category target
- Food to Order (FTO) performance failure
- Repeated instances of high supplier carryover levels
- Repeated instances of high out of cycle performance
- Date Life below agreed minimum %
- Tray End Label (TEL) No Reads levels above target %
- SSCC Unidentifiable above target %
- Advanced Shipping Notification (ASN) failures against target %
- Sterling Priced Product delivered for export supply (Eire or France)

In addition suppliers must adhere to Product Presentation and Vehicle loading Standards

For More Information...



For full details on charging see Appendix K

5. Product Presentation Standards and Vehicle loading



Correct product, outer case, pallet and load presentation are pivotal to the efficient and accurate operation of our supply chain, and suppliers must ensure that all their despatch locations are compliant for every tray, dolly and load sent into the M&S network.

Poor load presentation increases risk to health and safety and the risk of errors during the intake process. Subsequent rechecking increases unloading and turnaround times.

Supply chain KPIs will measure compliance of these revised load presentation standards and non-compliance may result in a supplier being placed on SCSM (see above)

M&S reserve the right to instruct RDCs to reject stock that fails to meet these standards. Rejected stock will be held at RDCs for collection for up to 24 hours, after which time it may be disposed of by the RDC or sent to charity for redistribution at the supplier's expense.

M&S also reserves the right to raise administrative charges against Suppliers whose load presentation does not conform to the required standards.

For More Information...



For full details on Load presentation standards see Appendix C

6. Transport to M&S RDCs: The Primary Network

The movement of goods from a Supplier site to an M&S RDC is referred to as **PRIMARY** distribution.

M&S works to an open and competitive model for primary transport. As a result, primary transport is tendered to a number of selected transport providers. Suppliers should consult with M&S before making any new primary transport agreements to assess which type of Primary Distribution arrangement is appropriate.

There are two types of Primary Distribution arrangement:

Arrangement A:

M&S Primary where M&S manage the contract and negotiation of transport from supplying sites to RDC's on behalf of suppliers

A: M&S Primary can provide suppliers with multiple benefits:

- An all-in transport rate including equipment deliveries and any regional repatriation required.
- Equipment uplifts arranged as appropriate by M&S Primary
- Negotiation of procurement process to attain improved rates for suppliers due to economies of scale lowering their cost to serve
- All contract negotiation and legal work undertaken by M&S on behalf of the supplier
- Invoicing completed by M&S and paid to haulier with charge to supplier being deducted from payment for goods

Arrangement B:

Supplier Primary where a supplier procures and manages their own transport solution for deliveries into M&S RDCs and equipment collection.

B: M&S Primary can provide suppliers with multiple benefits:

- Where M&S Primary is not the paid haulier it is the responsibility of the Supplier to ensure the accurate and timely delivery of the products to the destination M&S RDC and collection of equipment from M&S or Logtek designated collection points.
- All haulier drivers are required to comply with the RDC site instructions as provided by the gatehouse.
- All loads must comply with the M&S load presentation standards and be accompanied by valid ASNs.
- All product must be delivered within the specified temperature range and temperature checks are made on arrival.

M&S reserves the right to reject non-compliant loads

For More Information...



All suppliers and hauliers are required to comply with the defined primary process; temperature regime by product type, depot booking etc. For more information see Appendix B

7. Equipment Requirements



This policy only applies to suppliers of chilled and short life ambient products and flowers & plants delivered into RDCs

a. Product Outer and Transit Packaging Policy

- i. Suppliers should agree the outer case packaging format for all products with the relevant M&S Category Team and Food Logistics.
- ii. The default format for chilled, short life ambient product and flowers & plants is re-useable trays delivered into depot stacked on wheeled dollies.
- iii. Where re-usable trays are not suitable, and by prior agreement with the relevant M&S Food Category and Food Logistics, product can be supplied in alternative packaging formats e.g. cardboard cartons or single use trays including shelf ready outers and shrinkwrap, these formats should be delivered on wooden pallets.

M&S operate a pool of re-useable transit equipment comprising trays and wheeled dollies which is managed by the M&S Asset Manager in co-operation with a third party Logtek.

Logtek also provide tray wash solutions and perform a number of other functions including equipment repair.

Logtek



We **collect**
We **wash**
We **return**

b. Tray Hygiene

Suppliers are responsible for ensuring that any trays used for M&S finished product are clean.

- i. Where Logtek or any other third party is used to provide tray washing services this will be at the Supplier's expense including any additional transport charges incurred.
- ii. All adhesive labels / tape and tray end labels etc. must be removed from trays prior to new products being put in the tray.



Please refer to the M&S Technical Code of Practice Guidelines available on the M&S Connect portal for the specific detail relating to this requirement.

c. Logtek, Lintracker and Asset Management

- i. Logtek provide an Asset Management System called lintracker which is utilised by M&S and their suppliers to manage equipment throughout the supply chain.
- ii. Logtek provide training and ongoing support to all suppliers in the use of lintracker including providing a Logtek process guide and full Supplier working instructions for detailed information on roles and responsibilities.
- iii. Suppliers are required to set up a separate lintracker account for CFTO and freeze programs
- iv. Suppliers are responsible for the implementation and ongoing management of stock control processes for all supplier site related M&S equipment movements.
- v. As referenced in point b ii. above re Tray Hygiene requirements, Logtek also provide tray wash solutions for Suppliers and perform a number of other functions including equipment repair.



All Suppliers are required to manage their M&S equipment movements through lintracker.

d. M&S Equipment KPI Monitoring

- i. Logtek monitor Suppliers' equipment movements and equipment stock balance reporting with the use of Key Performance Indicators.
- ii. The KPI data is provided to M&S by Logtek.



It is important that suppliers are familiar with the KPIs as failure to meet them may incur additional costs.

e. M&S Equipment Use Charges

Charges are levied for the use of all M&S Assets. Charges are set by M&S and are applied retrospectively following delivery of product into Depot. Charges are deducted from merchandise payments

f. Supplier Owned Re-Useable Equipment

Where suppliers have prior agreement with M&S to deliver in their own returnable equipment e.g. bread baskets, milk cages, danish trollies, chep pallets etc. equipment movements must also be captured on the Lintracker system. This is necessary in order to facilitate collection and return through the M&S supply chain even though the equipment is not owned by M&S or managed within the M&S/Logtek arrangement.

g. Misuse of equipment

M&S Equipment must only be used for the movement of finished M&S product within the UK and Eire from point of manufacture to final receiving M&S RDC.

Use of M&S Equipment is not permitted for movement of non-M&S, WIP or unfinished product either internally or externally.

Use of M&S Equipment for finished product in frozen storage to build stock within a freeze programme is only permitted with the prior agreement of the M&S Food Logistics Asset Manager. Failure to gain such permission will be deemed as misuse

Any misuse of M&S Equipment is liable for a misuse charge as noted in the Appendix.

M&S reserves the right to arrange for regular audits of Supplier facilities (or any facility where equipment or product is stored) for inspection of stock holding and identification of any misuse.

h. De Listed Suppliers

Following cessation of business with M&S, a delisted Supplier is required to assist Logtek in facilitating arrangements for the return of M&S equipment.

i. Seasonal Suppliers

Seasonal Suppliers must inform Logtek when they reach the end of their season and when they will resume their supply into M&S.

They must also provide their current balance after a physical stock count has been under taken.

If equipment is to be repatriated Logtek will arrange for the equipment to be collected; informing Logtek will enable the amendment of the KPI reporting for that Supplier.

For More Information...



Charges are applicable for the use of trays and related equipment, for details of equipment available and hire process see Appendix E

For details on pallet presentation standards see Appendix C

For details on charges see Appendix K


8. Information for Suppliers of Frozen Foods




All M&S frozen product is held at Bedworth NDC under a VMI model i.e. stock in Depot is owned by Suppliers and inventory levels are managed by them, in discussion with M&S Category teams in accordance with the following principles:

1. Suppliers are required to maintain **minimum agreed stock levels** in Bedworth depot to ensure adequate stock is available to meet expected demand.
2. **Target stock levels** are agreed after discussion between the Supplier and the Supply Chain Planner taking expected sales, promotional and seasonal fluctuations into account.
3. Suppliers are given access to an **online stock management portal; Stock net**, to enable them to manage stock levels of their product.
4. **Stock ownership** transfers to M&S once picked for delivery to stores. On completion of daily pick cycle, the details of product quantities picked by Supplier by line are confirmed to M&S and an invoiceable POD is issued to suppliers via EDI within 2 working days.
5. Bedworth send all Suppliers a **stock reconsolidation report** by email at the start of each week. Referred to as the Frozen Activity Report this enables Suppliers to reconcile any differences between Stocknet records and the PODs received which may occur due to minor timing differences between the movement of stock and the receipt of PODs.

For More Information...

 *For an example of the Frozen Activity Report see Appendix J*
6. Any **queries** are dealt with directly by the Depot Supplier help desk.
7. Suppliers are required to pay **storage and handling charges** for stock held in Bedworth pre picking, these charges are negotiated by suppliers directly with Gist.
8. **Product packaging** must be fit for purpose and conform to product outer requirements as detailed in the Appendix.

For More Information...

 *For full details of the Bedworth process and contact numbers see Appendix H*

Frozen Bespoke Export Product

By exception M&S may request that a product is frozen specifically for export supply to non UK stores.

In these circumstances a PO will be generated in advance for the supplier to deliver the stock into Bedworth depot against and M&S will take ownership of the stock on arrival at Bedworth. This arrangement is only by prior agreement with the M&S International team and by exception.

9. Export Product

M&S has developed an important business with franchise partners overseas and suppliers may be required to supply product to support this.



Export Presentation: All products for export must be correctly tagged and presented on the rear of the vehicle and segregated as detailed in the handbook.

This includes:

- requirements for luggage labels
- presentation of product within loads
- country specific pricing in local currencies
- specified delivery window times into depot
- specific certification for export (where required)

1. **Timescales:** Export product is required to arrive in depot to strict timescales which may be earlier than a supplier's normal delivery window.
2. **Export Delivery Paperwork:** All delivery paperwork must be clearly marked by country M&S RDC at the TOP of the paperwork. Separate delivery notes are required for export products.
3. **Carry-over:** Any product arriving without paperwork between 16:00 to 18:30 hours may be carried over to the next day. This is due to the high volume of product received in a short period of time.
4. **Currency:** Product cannot be sold if not showing the correct currency for the country sold. Sterling in Europe, or Euro priced in the UK will result in stores carrying out an automatic RTM (Return to manufacturer).
5. **Audit checks** are carried out in depot to check currency marking
6. **Charging:** M&S reserve the right to levy a non-compliance charge where Sterling priced product is delivered for supply to export.
7. **Certification:** Should any product require specific certification for export, then separate procedures will govern these products depending on regulatory requirements and/or legislation. These products should be presented at M&S RDCs on separate pallets / dollies and must be taped and labelled as such.

For More Information...



For full details on charging see Appendix I

For details on outload paperwork and load presentation standards see Appendix B

10. Supplier Top Tips

- 1** **Supply Chain Special Measures** Speak to your SCP. Understand it, record it and report it to your business.
- 2** **Collaborative Planning with M&S** Ensure your teams understand what is required. Communication as required with the Forecasters and Supply Chain Planners.
- 3** **Stay on top of your finances** Review your PODs & free stock regularly – query with the helpdesk promptly, do not leave this to build up.
- 4** **Regular updates with your logistics & haulier contacts** Stay close to your M&S Logistics and Haulier team, they need to be working closely with you on peak planning events.
- 5** **Compliance** Keep the focus on load presentation, paperwork & labelling. Any issues will slow down the network and risk your product being delayed.
- 6** **Supplier Callover Process** Please ensure you're calling over volumes within the SLA, this can cause an issue with ensuring we have vehicles in the right place.
- 7** **MOS & VAMOS** Tracking and understanding your Supply Chain using VAMOS. Learn the system, track your deliveries and query anything which doesn't make sense.
- 8** **Equipment** Maintain lintracker balances & all communication via Logtek.
- 9** **Maximise your production contracts** Work with you Supply Chain Planner to maximise results. We must reduce dwell time and lead times. Do you need depot splits?
- 10** **Communicate, Communicate, Communicate!!** If in doubt, speak to M&S – we want to help and will gladly work with you to help solve problems and drive efficiencies.

APPENDICES

APPENDIX A: GUIDE TO M&S SUPPLY CHAIN ORDERING PROCESS

This appendix contains important information regarding:

1. Quantum (Q) – Forecasting system for Ambient / Chilled
2. Reference Data Approval (RDA)
3. Non- Advised Receipts table (NART)
4. Free Stock
5. Free Stock Reversals
6. Food to Order (FTO)
7. Supplier On Time In Full (OTIF) Dashboard
8. Supplier Scorecard
9. Supply Chain Special Measures Process

1. Quantum (Q) – Forecasting system for Ambient / Chilled

Q is a forecasting and ordering and allocation system used by food categories at Marks and Spencer.

Q is used predominantly by the central and category forecast and inventory teams to create, refine and review category/product daily and weekly forecasts. Q calculates required order quantities at product and store level using forecasts, target inventory, shelf capacity, fixed orders and projected on hand store inventory.

For Q to work to its full potential, it is important to have the correct Units Per Tray (UPT) as well as the product maximum, minimum and average life into depot set up in the system. To achieve the highest possible life into depot is essential to help reduce waste in stores. As a supplier, you are expected to work closely with your Forecast Planner and Supply Chain Planner to maximise the opportunity to increase availability and reduce waste.

a. Ordering for Chilled Short Life Ambient and Flowers & Plants



For Chilled Short Life Ambient and Flowers & Plants Suppliers receive a **28-day forecast** on a daily basis via email, which is an extract from Q of forecasted units at product and depot level.

- i. At the agreed product order lead time, Q exports order quantities at UPC and delivery location (RDC, NDC or store) to SAP and M&S legacy systems. SAP produces the purchase orders using Quantum order quantities.
- ii. Numbered Purchase Orders, split by Depot intake cycle and by category, are sent to Suppliers via EDI (5.15am SLA).
- iii. It is important for M&S systems to be set up with the shortest possible lead times, which will help maintain store availability. Suppliers are required to ensure that M&S are kept advised of any changes to production cycles or outload times which may impact product lead times

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.

M&S Food Logistics Handbook - Chilled

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												
			UPC in numerical order		UPT		UPT		UPT		UPT				
Article Number			ORIGINAL		REVISED		ORIGINAL		REVISED		ORIGINAL		REVISED		
SAP PO Number	SAP Depot Code	New Foods Depot Code	Depot Name	ORIGINAL	REVISED	UPT	ORIGINAL	REVISED	UPT	ORIGINAL	REVISED	UPT	ORIGINAL	REVISED	
	5173	BB	Cumbernauld	0	0	0	0	0	0	0	0	0	0	0	
	5212	BD	Crewe	0	0	0	0	0	0	0	0	0	0	0	
	6567	BK	Barnsley	0	0	0	0	0	0	0	0	0	0	0	
	5908	BN	Thatcham	0	0	0	0	0	0	0	0	0	0	0	
	5380	BQ	Bristol	0	0	0	0	0	0	0	0	0	0	0	
	5652	BR	Faversham	0	0	0	0	0	0	0	0	0	0	0	
	5966	BT	Hemel	0	0	0	0	0	0	0	0	0	0	0	
	3942	DL	Enfield	0	0	0	0	0	0	0	0	0	0	0	
	5898	BZ	Eire	0	0	0	0	0	0	0	0	0	0	0	
	5281	DV	France	0	0	0	0	0	0	0	0	0	0	0	
	9771	DH	Bradford NDC	0	0	0	0	0	0	0	0	0	0	0	
TOTAL				0	0	0	0	0	0	0	0	0	0	0	
Reason															
FIP/Technologist Informed															
Detail															

Fig 1: Purchase Order Amendment Form

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 outloaded 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.

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.

For More Information...



Details of equipment can be found in Appendix E

3. Non- Advised Receipts table (NART)

Non- Advised Receipts are those receipts created at the depots where a valid PO number has not been used. In this instance a manual "991" Purchase Order will be raised which can be used for invoicing purposes. Invoices MUST use the '991' PO number quoted on the POD even if a different PO number was initially issued.

M&S allows for NARTs only in instances as below:

- a. A new supplier partner has been on boarded but systems and/or operational set-up is still incomplete, thereby allowing the supplier partner to supply goods to M&S without the required paperwork. Such NARTs are allowed for a limited period after which goods that come into the depot may be rejected or receipted without POD and taken as free stock (see section 4 below) if there is no Purchase Order raised against the shipment.
- b. The NART will be used for FTO (Food to Order) products to manage allowances on thresholds for suppliers considering the nature of these category of products. Such entries generally stay.
- c. NART will be used in case of an M&S IT failure, to allow for deliveries to continue unhindered for categories/ sites (as Non-Advised) while the issue gets resolved.

4. 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.

5. 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

Filled in Automatically from UPC												
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.

6. Food to Order (FTO)

All year-round M&S customer ordering is a high-profile service available for Customers to order from a brochure or online for collection in store on a specified date.

Food to Order purchase orders must always be prioritised and fulfilled.

a. The 'Food to Order' Call Centre

The Food to Order service call centre provides the key link between all parts of the Food to Order service including Suppliers, M&S RDCs, Head Office and stores. It acts as a central point of communication and can track the ordering process.

Should anything go wrong, for example a Product does not arrive in the M&S RDC; Capita is responsible for co-ordinating recovery activity, such as requesting resends, or communicating the short to store, so they can prepare to use substitutions from shelf stock.

- i. It is imperative for any short deliveries to be communicated in advance and that the below process is followed to prevent customer disappointment where possible.
- ii. An email to the below distribution list including the relevant Buyer/ Technologist and SCP for the product concerned.

Foodordering@marks-and-spencer.com

Mands.com-commandcentre@marks-and-spencer.com

Lola.Muth@marks-and-spencer.com

Anthony.radley@marks-and-spencer.com

Edward.haynes@marks-and-spencer.com

- iii. The email must include the below information:
 - a. UPC
 - b. Description
 - c. Date into depot you will let the customer Down – cannot send the order
 - d. Date into depot you can start the customer order again
 - e. Reason/Issue
- iv. Food to Order Shortages can be viewed on the shorts/overs report from the Gist web each morning. If a Food To Order product is on the overs/shorts report, evidence to suggest the delivery was out loaded and delivered on time will be expected to be sent over to the SCP.
- v. The overs/shorts report will be decommissioned in 2019. At this point, feedback will need to revert to VAMOS information, where the feedback is collated off ASN not sent information, so will be live on the day. This will be more accurate as it is updated live. More information will come out on this process from your category SCP closer to the time.

b. Food to Order Tracker

The Food to Order Current Forward Orders report is distributed daily, this gives a view of forward orders placed and to be used if there are any EDI failures. Example of the excel spreadsheet below:

Collection Store No	Collection Store Name	Depot Name	Collection Date	Order Date	Order Id	Department Number/ Name	UPC	Quantity	Product Description	Supplier	Supplier Name	Depot Date
000006952	ABBAY CENTRE BELFAST	CUMBERNAULD GIST DEPOT	06/02/2018	01/02/2018	302-0008435-9628328	F5-F09-Bakery	00123456	1	FTO	F01234	Supplier	05/02/2018

c. Christmas Food to Order (CFTO)

M&S also operate a CFTO operation which is equally key, both to the customers and the M&S brand. It is imperative that all orders are serviced on CFTO.

This runs a different process to FTO, where we have a specific team set up to manage store queries and any supplier or haulier issues over the 3-day collection period.

Each CFTO supplier will run through the process in detail with their category Supply Chain Planner when buys are being agreed for the period.

7. Supplier On Time In Full (OTIF) Dashboard – Chilled only

We are continuing to improve our systems and capabilities around tracing and recording accurate delivery information in the systems.

The OTIF Dashboard allows suppliers to interrogate the OTIF information as M&S see it and report it to the business.

Please contact your Category Supply Chain Planner for full details on how to access the OTIF Dashboard and to discuss best practice.

The first tab provides a complete overview of a supplier's performance by category, broken down by last week, 6 week and year to date performance.

The analysis tab provides a breakdown by PO, date, depot and order quantities. This shows what has been booked in on the PO on the correct date.

This system should be used alongside the VAMOS system as it will now be possible to track any instances of stock not getting into RDC on time in full and to investigate where the issues have occurred.

8. Supplier Scorecard

- All suppliers will have annual scorecard reviews to determine how their Supply Chain performance is rated.
- The new scorecard addresses the compliance changes arising from the introduction of MoS.
- Suppliers should regularly review their performance with the Category Supply Chain Planner and work collaboratively on a plan to achieve Gold status.
- Actions will be agreed at the annual score card reviews to address any areas of under performance and drive continuous improvement.



The scorecard metrics are detailed below. Please contact your Category Supply Chain Planner with any queries on the measures or how they are scored.

Scorecard Metrics, see figure 1 below:

- 'Free Stock' target remains unaltered, this is focused on supplier related free stock

MOS SUPPLIERS

Service Chain Service Measures for Food Supplier Scorecard Review				
	Provisional	Bronze	Silver	Gold
What does each level mean	Meets all M&S minimum standards.	Basic systems of policy measurement and management.	Demonstrable improvement and public reporting.	Demonstrable step change in service providing leadership across categories.
evidence we look for				
UK & EU - On Time in Full Accuracy	- Supplier consistently fails to achieve minimum target for OTIF accuracy. Food To Order - Supplier consistently fails to achieve 98.5% volume delivered into depot	- OTIF measure is 1% below category target Food To Order - Achieves 98.5% of ordered volume being delivered into depot	- OTIF is 0.5% below category target Food To Order - Achieves 99% of ordered volume being delivered into depot	- OTIF meets or exceeds category target Food To order - Achieves target of 99.6% of ordered volume being delivered into depot
Supplier Compliance	- Date Life % in excess of 2% - TEL No Reads in excess of 3.5% - No ASN read in excess of 4% - SSCC Unidentifiable in excess of 3%	- Date Life % less than 2% - Achieves less than 3.5% TEL No Reads - Achieves less than 3% on ASN no read - Achieves less than 3% on SSCC Unidentifiable	- Date Life % less than 1% - Achieves less than 3% TEL No Reads - Achieves less than 2% on ASN no read - Achieves less than 2% on SSCC Unidentifiable	- Date Life % less than 0.5% - Achieves less than 2.5% TEL No Reads - Achieves less than 1% on ASN no read - Achieves less than 1% on SSCC Unidentifiable
Communication, Production contracts and 'Free Stock' into supply chain	- Communicates purchase order amendments plus manufacturing & production issues - Minimum life on receipt consistently being met on depot deliveries versus production contract - Unacceptable Lead Times on Products compared with category - Achieves greater than 2% supplier caused 'Free Stock' taken	- Daily communication of 'Overs & Shorts' against purchase orders - Achieves 'minimum life' target of 75% against maximum life of product (production contract) delivered into depots - Room to improve lead times compared with category - Achieves less than 2% supplier caused 'Free Stock' taken	- Routine analysis of the causes of inaccuracy and agreed plan to resolve is in place - Achieves 'minimum life' target of 85% against maximum life of product (production contract) delivered into depots - Acceptable lead times, in line with category - Achieves less than 1% supplier caused 'Free Stock' taken	- Availability issues minimalised and action plan presented where appropriate - Product maximized across the week (production contract) - Optimum lead time supplied as agreed with M&S - No supplier caused 'Free Stock' taken

Performance KPI's

KPI – UK & Europe On Time in Full Accuracy

- This is reflective of the OTIF Dashboard scores and suppliers will be measured by performance against category target. Updated scores are sent out every Monday.
- FTO Targets amended to reflect improvements in the service

KPI – Supplier Compliance

- New VaMoS KPI's inserted – Date-Life, ASNs and SSCCs. Performance will be visible to suppliers in VAMOS.
- TEL No. Read Targets amended to reflect the importance of this KPI. Gold now reads 2.5%

KPI – Communication, Production Contracts and 'Free Stock' into Supply Chain

- Rates the proactive communication between supplier and M&S Supply Chain
- Takes into account the production contracts offered – lead times, life and depot split information.

Figure 1 Score card

9. Supply Chain Special Measures Process

As part of working collaboratively with the M&S Supply Chain teams, we have implemented a process to identify and support underperforming suppliers to achieve the expected service levels.

This process will identify the suppliers who are consistently underachieving against M&S targets and agree a joint supplier improvement plan which targets the underperformance.

The SCSM meetings should drive best practice, allow open and honest feedback on issues which are supplier or M&S caused and proactively look for solutions to any issues.

The meetings will include the Buyer, Supply Chain Planner, Forecast and Inventory Planner, Logistics Manager and Technologist as required. The equivalent from the Supplier side must be in attendance. The initial meeting must be in person, subsequent meetings can be held via a conference call or skype.

If a Supplier has been failing on any of the below metrics, they will be put into SCSM.

- OTIF performing under the category target for 5 consecutive weeks
- FTO performance above 1% failure rate for 2 consecutive weeks
- Repeated instances of high supplier carryover levels
- Repeated instances of high out of cycle performance
- Tray End Label (TEL) No Reads levels above target %
- SSCC Unidentifiable above target %
- Advanced Shipping Notification (ASN) failures against target %
- Sterling Priced Product delivered for supply to non UK stores (Eire or France)

Once meetings have commenced, there will follow a period of progress reviews until the supplier has all metrics performing at acceptable levels against the above criteria.



Any suppliers who continue to fail to meet the required standard will be further reviewed and escalated as required to the senior foods team.

This review process entails:

- i. Daily Service level reporting against overs and shorts reports
- ii. Chasing through root causes on all shortages and keeping an updated tracker document for this.
- iii. Recording all areas for improvement targeting improved service levels from M&S or Supplier.
- iv. A dedicated supplier contact who will take ownership for managing the SCSM process, including provision of required information and noting of actions for review at the meetings
- v. The Supplier will provide a weekly report to the SCSM M&S Team until the first review.

- vi. Supplier is required to talk through any concerns or potential improvements from this report with the Category SCP.
- vii. Review meetings will be held every week, either face to face or via a conference call with all attendees from the initial meeting in attendance.
- viii. A summary report of performance will be provided by the supplier – to enable review and progress and mark improvements made.
- ix. The review meeting will also identify and consider additional opportunities to help improve performance and will determine the status of the supplier performance and whether SCSM is required to continue.
- x. Further targets may be set for achievement by the next review session.
- xi. Once a supplier has achieved M&S expectations on the metric/s for 3 consecutive meetings, they can be removed from SCSM.

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.

APPENDIX B: CHILLED FOOD DELIVERY PRODUCT PRESENTATION STANDARDS

This appendix contains important information regarding:

1. Tray End Labels
2. Serial Shipping Container Code
3. Advance Shipping Notice
4. Vehicle Manifest
5. Contingency Plans

1. Tray End Label (TEL)

Tray End Labels (TELs) are used in the M&S food supply chain to identify the contents of each tray. Every tray that is despatched into the M&S network must have a compliant, readable label. Any missing labels will cause issues throughout the supply chain and ultimately through to store allocations and payments.



Figure 1: Tray end label example (current TEL)

The TEL is referred to at all points of the end to end supply chain; supplier picking, allocation within depot (both voice pick and sorter RDCs), and within the retail operation.

For products being packed into cardboard the same information must either be pre-printed on to the outer box or a self-adhesive TEL applied.

Suppliers must ensure that all trays have a label inserted correctly, and that this label is still present as trays leave the site's despatch area and are loaded on to outbound vehicles. Any missing labels will cause issues throughout the supply chain and ultimately through to store allocations and payments.

The linear barcode included in the existing TEL contains 28 characters.

- The first 8 digits are the UPC number
- The next 4 digits are the supplier number
- The next 3 digits represent the UPT (units per tray count)
- There is then a single digit left for supplier use. This can be any number, 0-9 and can be used for internal tracking of production lines or farms
- The next 6 digits are the DUD (display until date), in the format YYMMDD
- The next 5 digits are the individual sequence number of the label
- The final digit is the version number – M&S will advise the version during each supplier's on-boarding.



Figure 2: TEL format

Watermill Press is our preferred vendor of TEL printing software, printers and card. For suppliers using TEL printing software from any vendor other than Watermill it will be the supplier’s responsibility to ensure the TEL specification can be met.

Watermill Press	John.Wade@watermillpress.co.uk
01274 738 833	07980 830 081

M&S reserve the right to reject product with non-compliant tray end or box end labels or claim compensation charges.

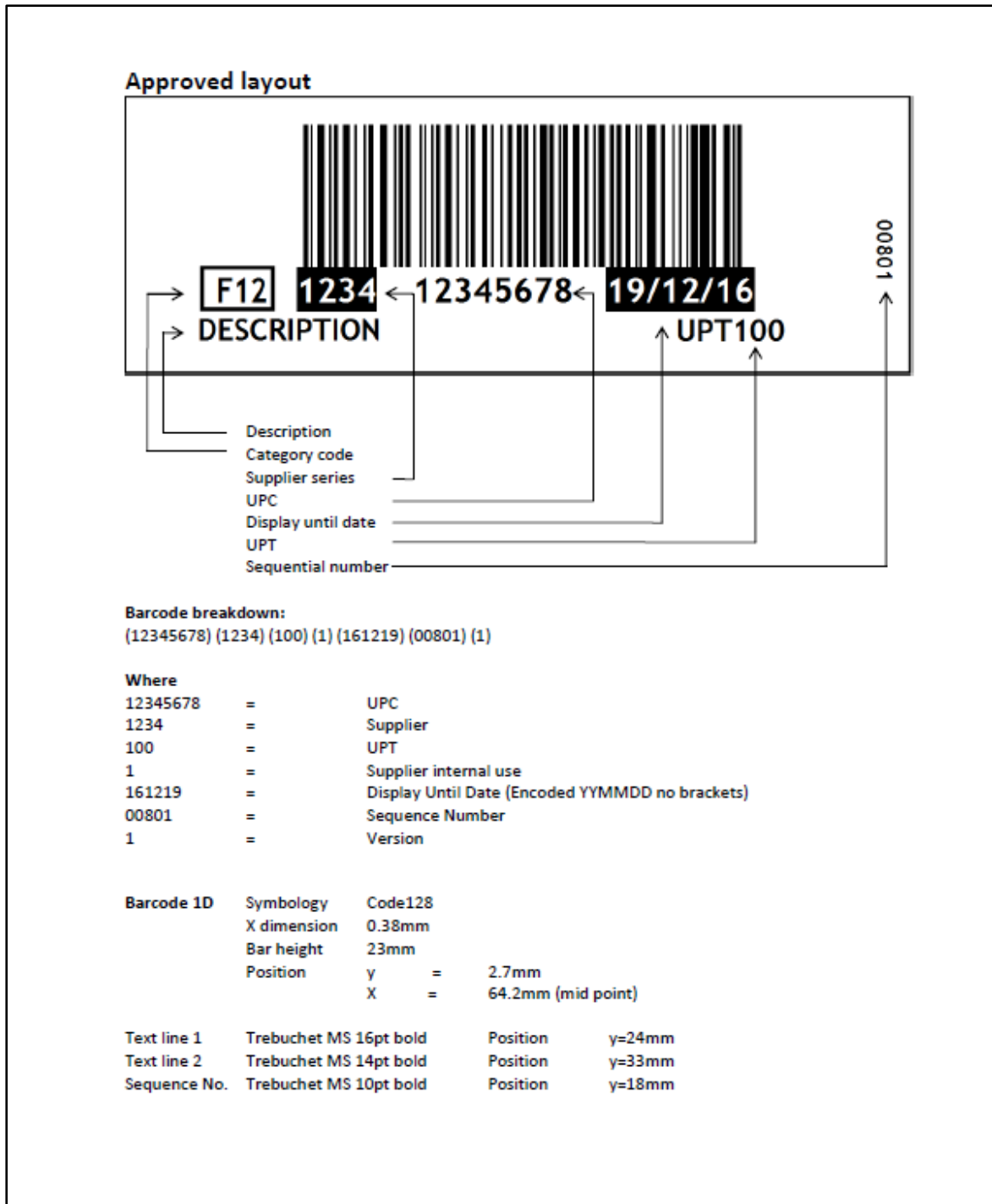


Figure 3: New TEL content & layout

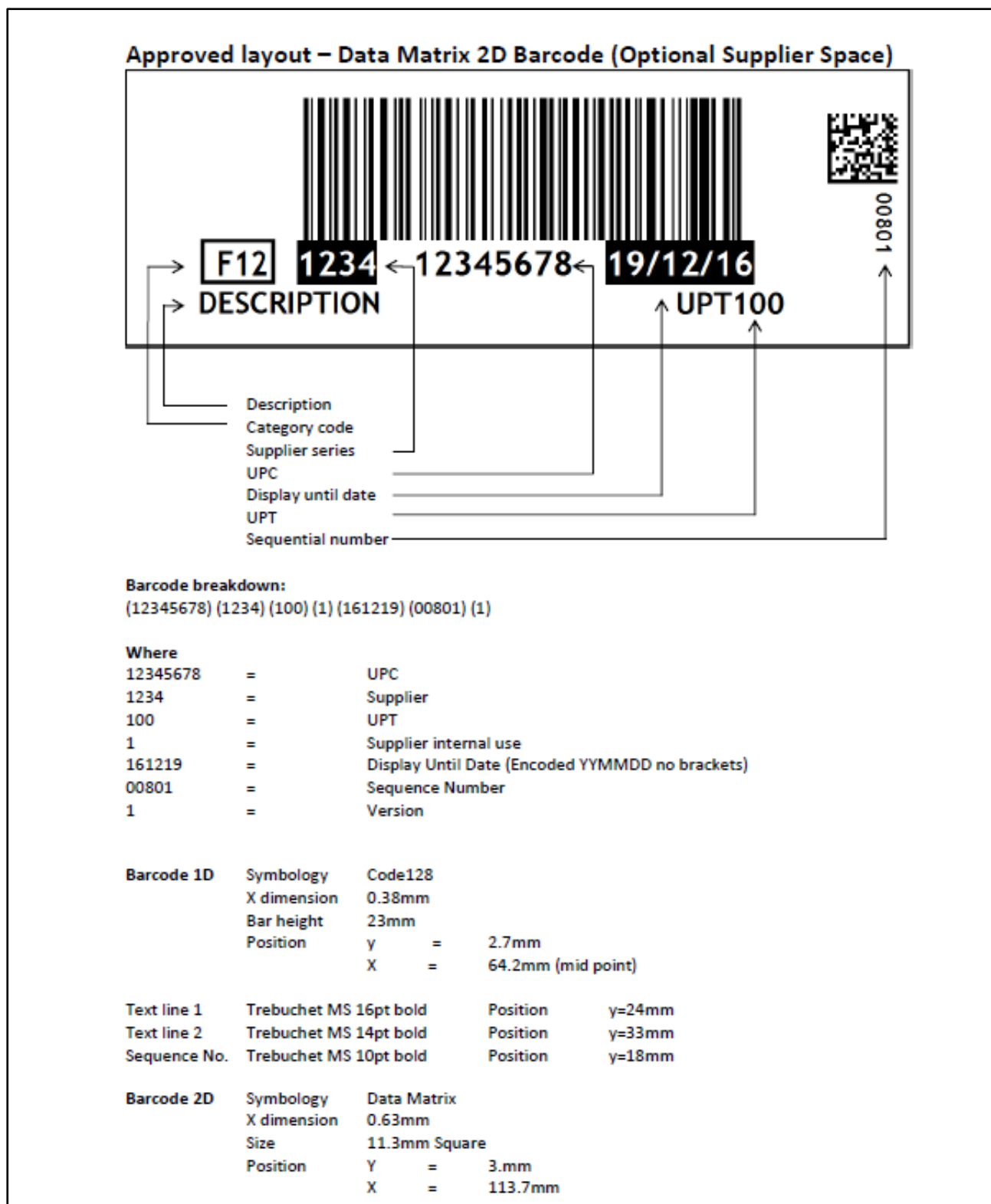


Figure 4: New TEL content & layout with optional 2D barcode

2. Serial Shipping Container Code (SSCC)

Product is moved and processed at dolly / pallet (stack) level. To do this, each stack must be given its own identity through SSCC labelling (ideally A5 dimensions). SSCCs are widely used by other food retailers and are key for traceability, as each SSCC uniquely identifies each stack and its contents. See Fig 5 below.

Supplier criteria for generating and processing SSCC labels is detailed below:

- a. SSCCs provide a manifest of the contents of a stack; this tray to dolly (box to pallet) relationship needs to be created at point of depot picking. Maintaining the accuracy of this composite data is critical; if trays are moved from one stack to another once the SSCC has been created this must also be reflected systemically
- b. Associated with the SSCC barcode is the quantity for each product identifier (UPC and UPT), Purchase Order and Display until Date
- c. 2 SSCC labels need to be applied on adjacent sides to each stack (using depot tape to retain)
- d. All SSCCs need to be scanned on to the vehicle at point of loading. As this activity is key to the accuracy of ASN messaging the **outbound scanning of SSCCs must only be done at point of physical loading of the vehicle and not before.**
- e. **SSCC labelling is mandatory and core data to be included in the SSCC will be prescriptive.** Some flexibility of SSCC design has been maintained to assist compatibility with SSCCs being used for other customers. Mandatory and discretionary SSCC content is shown in the table below. The format of each site's SSCC label will be approved by M&S before go-live

<u>Mandatory</u>	<u>Optional</u>
Supplier Name – Generic	Supplier Name – Site Specific
M&S Depot Destination	Into Depot Day of Week
Into Depot Date	Temperature Regime
Delivery Method – Cold chain / Ambient	Visual dolly content including tray count
SSCC Barcode	

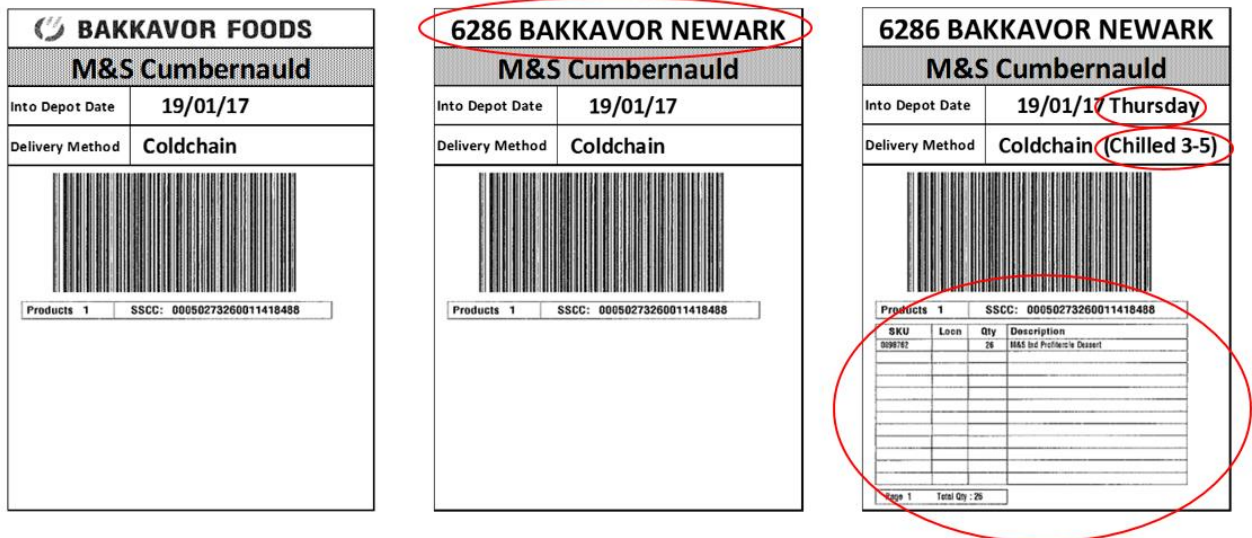


Figure 5: Examples of approved SSCC layout and content

SSCC Bar Code

- An important part of the SSCC label is the integrated barcode. See Fig 6 below. This will allow quick scanning in depot and the transfer of information across systems, including the visibility layer
- Each barcode will be 20 digits long and follow the EAN-128 format
- The first 2 digits will be 00, which is the GS1 Application Identifier and informs the system that the data after the 00 should be interpreted as an SSCC number
- After the 00, the next 13 digits represent the Global Location Number (GLN). This is made up of a variable length company prefix (variable as it depends on the size of the range procured from GS1 UK) and a location specific reference followed by a check digit. The GLN is the preferred data, rather than using the company prefix, followed by a sequential number as a supplier may have more than one site and using the GLN supports reporting and duplication risk
- The next 4 digits are a sequence number, different for each SSCC. The final digit is a check digit for the overall SSCC

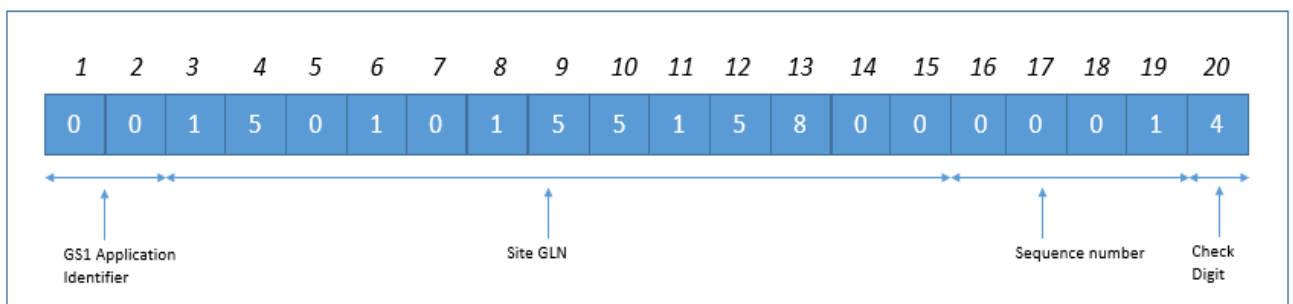


Figure 6: Example of SSCC barcode breakdown

- (Digits 3 - 15) 1501015515800 is the GLN
- (Digits 16 - 19) 0001 is the sequence number
- (Digit 20) 4 is the check digit for the overall SSCC

3. Advance Shipping Notice (ASN)

Industry standard ASN vehicle messaging will be used to inform M&S of stock despatch into the supply chain network.

An ASN will be constructed by scanning of SSCCs as the vehicle is loaded and consequently each ASN will be vehicle specific. A single ASN will accurately capture all the stacks (and their component parts) on the vehicle, regardless of whether the stacks are being sent to different RDC locations. The only exception to this is if a vehicle collects from a 2nd supplier en-route. In this case an ASN from each supplier will be associated to this vehicle.

For an ASN to be vehicle specific, it will also be specific to each leg of the journey. Therefore, if a vehicle is going from supplier despatch into a consolidation centre, the supplier generated ASN will end at this point. The consolidation centre will then be responsible for building the ASN for the outbound delivery in to RDC. See Fig 7 below. If a vehicle is going direct from supplier despatch to RDC, the supplier generated ASN will be processed at the receiving RDC. Where a vehicle is going from supplier to RDC 1, and subsequently trunked into RDC 2 (for example, supplier despatches orders for Faversham and Crewe on the same vehicle) RDC 1 will in this case adhere to the same process as an outbound consolidation operation. Examples of this ASN flow are shown below:

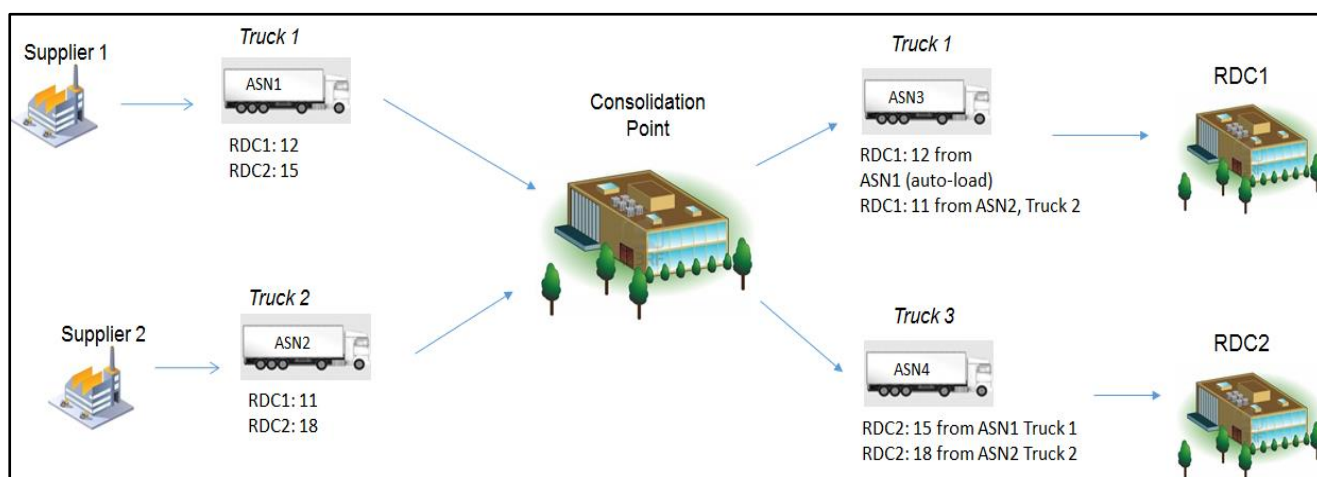


Figure 7: ASN use at consolidation

The ASN will be made up of defined fields and most of these fields will be available from the Purchase Order or from the shipping location system(s). The trailer or box identifier field, however, will need to be manually entered. If there is no trailer or box identifier the registration plate of the driving unit should be used. For details of the ASN data fields please refer to the Message Implementation Guide (figure 8).

Approximately 12 weeks ahead of go-live, suppliers need to contact OpenText to initiate the technical on-boarding of ASNs. This process is compulsory and will assist you in ensuring ASN specifications meet M&S requirements. **Once live, M&S reserve the right to reject deliveries despatched without an accompanying ASN.**

M&S

EST. 1884

Movement of Stock ASN MIG

EANCOM/D01B/DESADV : DESADV Despatch advice message

Version: 4.0.4

Author: Paul Latter
Company: Opentext Corp
Publication: 30/12/2016
Trading Partner: Marks and Spencer plc.

Notes:

This Message Implementation Guide describes the EANCOM Despatch Advice/Advance Shipment Notice Message. This message will be mapped to XML for use within the M&S and 3rd Party Logistics Systems.

Changes to this document that impact the EANCOM and message content will result in a change of either the major or minor version numbers, e.g. from 4.0 to 4.1, from 4.0 to 5.0., depending on the scale of change.

The Version Number (major:minor) is included in the message in the BGM segment, and will enable the operational systems to identify and process multiple versions of the ASN in parallel.

Changes to this document content, e.g. updates to descriptions, examples, Questions and Answers, etc., that do not impact the EANCOM message elements or mapping, will result in a change of the subordinate version number, e.g. from 4.0.0 to 4.0.1, 4.0.2, etc.

Figure 8: ASN MIG doc (separate attachment)

4. Vehicle Manifest

- a. A new Vehicle Manifest (header sheet) will be the only accepted form of delivery paperwork. The Vehicle Manifest will deliver a consistency of presentation and reduce significantly the amount of paper currently being used.
- b. Production of the Vehicle Manifest is an integral part of the ASN process and consequently, must be vehicle specific for each leg of the supply chain.
- c. Mirroring the electronic delivery advice (ASN), a Vehicle Manifest will be mandatory for each vehicle, and its format will be prescriptive.
- d. The layout and content of each site's Vehicle Manifest will need to be approved with the M&S team before go-live.
- e. Displaying the Shipper Load Reference in barcode format will remove the need for manual keying-in of paperwork at the inbound gatehouse.
- f. The new manifest is shown on the next page ref Fig 9.

M&S Food Logistics Handbook - Chilled

Detailed below are the constituent parts of the Vehicle Manifest:


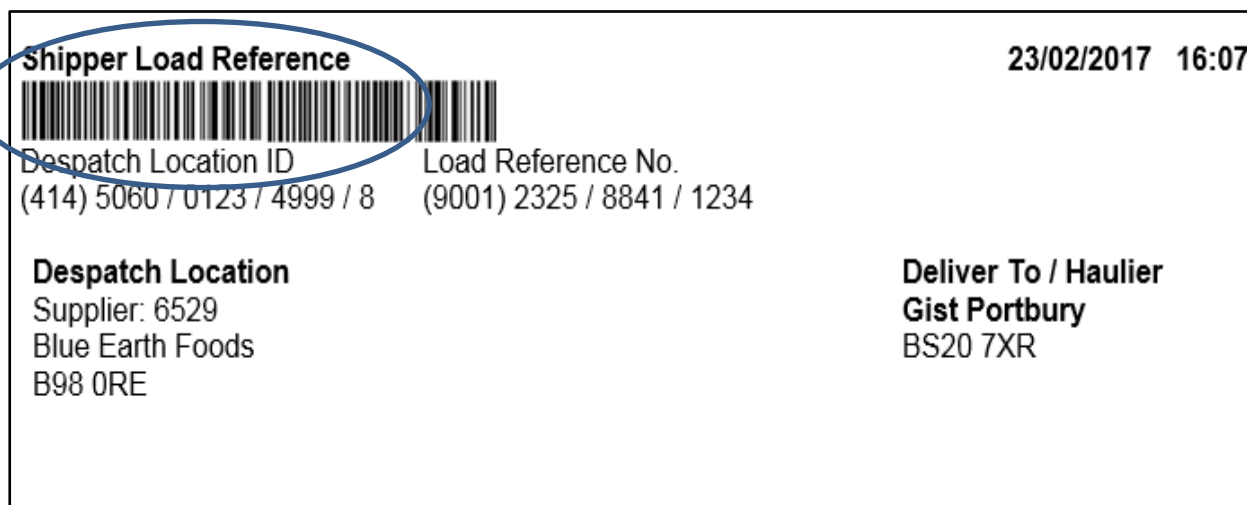
Vehicle Manifest					
Shipper Load Reference		23/02/2017 16:07			
					
Despatch Location ID		Load Reference No.			
(414) 5060 / 0123 / 4999 / 8 (9001) 2325 / 8841 / 1234					
Despatch Location			Deliver To / Haulier		
Supplier: 6529			Gist Portbury		
Blue Earth Foods			BS20 7XR		
B98 ORE					
Total Pallets		0			
Total Dollies		87			
Total Other		0			
Vehicle Registration / Box No		CU1547			
Security Seal Number		123456789012 /			
RDC Destination	Delivery Method	Equipment	Quantity	Depot Date/Cycle	Purchase Orders
M&S Bristol	Chilled	Supplier Dolly	17	27/05/15 PM	205 570 301 2 205 570 400 2 205 570 600 7 205 570 701 6
M&S Faversham UK	Chilled	Supplier Dolly	30	27/05/15 PM	205 123 456 1 206 123 455 2 206 123 456 9
M&S Faversham FRA	Chilled	Supplier Dolly	7	27/05/15 PM	205 123 423 8 206 123 423 8 206 123 424 5
M&S Thatcham	Chilled	Supplier Dolly	30	27/05/15 PM	206 123 409 2 206 123 409 3 206 123 409 7
Quantities Received As Indicated	Driver Signature:			Receiving Site Signature:	
	Date:			Date:	
* Provide for any delivery differences, damage, quantity variances etc.					

Figure 9: Vehicle Manifest header sheet

a. The Shipper Load Reference

This barcode comprises the Despatch Location Identifier and the Load Reference Number. See ref Fig 10 below. This barcode must be replicated using Code 128C Symbology.



The Despatch Location ID indicates where the stock related to the manifest is being shipped from – normally a supplier or consolidation centre location.

- (414) Application Identifier (this remains constant)
- Supplier Site Global Location Number (GLN), 13 numerical digits – specific to each despatch location



Figure 10: Composition of Vehicle Manifest barcode

The Load Reference Number creates a unique identification for each delivery.

- (9001) Application Identifier (this remains constant)
- Load Reference Number, variable up to 20 numerical digits (obtained from your despatch system)


Shipper Load Reference		23/02/2017 16:07
		
Despatch Location ID (414) 5060 / 0123 / 4999 / 8	Load Reference No. (9001) 2325 / 8841 / 1234	
Despatch Location Supplier: 6529 Blue Earth Foods B98 ORE		Deliver To / Haulier Gist Portbury BS20 7XR

Figure 11: ASN / Vehicle Manifest Time Stamp

It is important that the time stamp (ref Fig 11 above) on the vehicle manifest, driven by the closure of the ASN follows the following format:

- DD/MM/CCYY – please ensure this is not in American format, which shows MM before DD
- The time stamp must be GMT or BST to ensure all messages are recorded into the visibility layer correctly, please check the time zone your servers are using.

b. The PO Summary Section

Total Pallets	0				
Total Dollies	87				
Total Other	0				
Vehicle Registration / Box No	CU1547				
Security Seal Number	123456789012 /				
RDC Destination	Delivery Method	Equipment	Quantity	Depot Date/Cycle	Purchase Orders
M&S Bristol	Chilled	Supplier Dolly	17	27/05/15 PM	205 570 301 2 205 570 400 2 205 570 600 7 205 570 701 6
M&S Faversham UK	Chilled	Supplier Dolly	30	27/05/15 PM	205 123 456 1 206 123 455 2 206 123 456 9
M&S Faversham BEL	Chilled	Supplier Dolly	1	27/05/15 PM	205 123 422 1 206 123 422 1 206 123 423 8
M&S Faversham FRA	Chilled	Supplier Dolly	7	27/05/15 PM	205 123 423 8 206 123 423 8 206 123 424 5
M&S Faversham NLD	Chilled	Supplier Dolly	2	27/05/15 PM	205 123 456 0 206 123 456 0 206 123 412 2
M&S Thatcham	Chilled	Supplier Dolly	30	27/05/15 PM	206 123 409 2 206 123 409 3 206 123 409 7

Figure 12: The PO Summary Section

M&S Food Logistics Handbook - Chilled

The PO Summary section (ref Fig 12 above) should reflect high level detail of the load being shipped, including PO numbers and equipment type.

Figure 13 below shows how loaded equipment detail and vehicle details should be displayed.

- i. Total Pallets is a count of the number of pallets (wood) loaded
- ii. Total Dollies is a count of the number of supplier dollies loaded
- iii. Total Other is a count of the number of other equipment types loaded – see the following section for definitions of equipment types
- iv. Vehicle Registration / Box No records the vehicle that has been loaded
- v. Security Seal No records the security seal used. Note that this can be added manually as required (if the seals are not added until the vehicle leaves the gatehouse for example)

The driver will sign the vehicle manifest to indicate that the equipment summary matches the loaded stock, so you must ensure this summary is accurate.

Total Pallets	0
Total Dollies	87
Total Other	0
Vehicle Registration / Box No	CU1547
Security Seal No	123456789012

Figure 13: Equipment and Vehicle Summary

Figure 14 shows the PO Summary section and includes loaded PO numbers and temperature regime.

RDC Destination	Delivery Method	Equipment	Quantity	Depot Date/Cycle	Purchase Orders
M&S Bristol	Cold chain	Dolly	17	27/05/15 PM	205 123 456 0 206 123 456 0 206 123 457 7
M&S Faversham UK	Cold chain	Dolly	30	27/05/15 PM	205 123 456 0 206 123 456 0 206 123 457 7
M&S Faversham BEL	Cold chain	Dolly	1	27/05/15 PM	205 123 456 0 206 123 456 0 206 123 457 7
M&S Faversham FRA	Cold chain	Dolly	7	27/05/15 PM	205 123 456 0 206 123 456 0 206 123 457 7
M&S Faversham NLD	Cold chain	Dolly	2	27/05/15 PM	205 123 456 0 206 123 456 0 206 123 457 7
M&S Thatcham	Cold chain	Dolly	30	27/05/15 PM	206 123 409 2 206 123 409 3 206 123 409 7

Figure 14: PO Summary Section

PO Summary Section continued

- i. RDC Destination must show the final RDC for which the stock is intended. This is the destination shown on the Purchase Order, and not necessarily the next physical destination for the stock.
- ii. Delivery Method relates to the temperature regime under which the stock will travel and should reflect one of the following:
 - a. Chilled
 - b. Flowers
 - c. Bananas

If you are unsure at which temperature your stock should travel, please contact your Supply Chain Planner or Category Technologist

- iii. Equipment is where you need to indicate the type of equipment being loaded. The options to select will be:
 - a. Supplier Dolly – this includes all trays built onto black (or green) bases, as well as bread and omega dollies
 - b. Pallets – wooden pallets
 - c. Other – this covers Q boxes, Danish trolleys and milk cages
- iv. Quantity shows the number of each equipment type loaded
- v. Depot Date / Cycle – this should be taken directly from the Purchase Orders. It must reflect the into depot date for the destination RDC and cycle should be marked as AM or PM only
- vi. Purchase Orders – the M&S Purchase Orders as sent via EDI. Most will start 205 for a replenishment order and 206 for a Food to Order PO. As multiple POs can be loaded onto one vehicle it is important to ensure that the correct PO numbers is are used and assigned against the correct RDC

5. Contingency Plans

There may be times when we will be unable to follow the above principles, and will need to follow a contingency process to ensure stock can still be delivered into the RDC network.

Our contingency plan is designed to be a simple one size fits all model that is quick to invoke and ensures stock delivery can take place and the payment process is not impacted.

a. System failure at M&S:

If there is a significant system failure at M&S, such as failure to release purchase orders within the agreed SLA, the following steps will be taken:

- i. Central communication will advise of the issue and inform that suppliers should now follow the contingency plan

- ii. Suppliers will be advised to use the latest version of the 28-day forecast plan for production and despatch
- iii. Where possible, as many of the above principles should be followed. All stock must have a tray end label as a minimum, and stock for export will need 2 luggage labels as per normal process. Vehicle loading standards are unchanged.
- iv. SSCC labels should be applied if they can be accurately generated
- v. In the absence of PO numbers we are not expecting ASNs to be generated, therefore manual paperwork will need to be used in place of the vehicle manifest. The paperwork should contain the following detail:
 - a. Supplier name and site code
 - b. Depot destination
 - c. Into depot date and cycle
 - d. Total stack count (number of dollies / pallets)
- vi. M&S will suspend the visibility system to avoid data contamination
- vii. M&S will invoke the payment security system or NART to ensure all stock received into the RDCs can be paid for without the need for PO numbers
- viii. M&S will communicate throughout the failure period to advise daily requirements.
- ix. Once systems are back to normal, a final communication will be sent to confirm that MoS principles are now fully back in place and visibility is available.

b. Visibility System Failure:

- i. If there is an issue with visibility, we will ensure a message is clearly placed on the system to let you know that data might not be valid and provide an expected recovery date.
- ii. Visibility being unavailable should not affect any other elements of MoS, so you will be expected to follow all usual steps to despatch stock.

c. System failure at Supplier:

If you encounter an issue that will impact your ability to follow M&S principles, the following action should be taken:

- i. Inform your Supply Chain Planner (SCP) as soon as you are aware of the issue, they will need to know:
 - Supplier name and site code
 - Depot destinations (PO numbers)
 - Into depot date and cycle(s)
 - An overview of the issue – indicate how far down the load presentation route you have been able to get (i.e. a failure to send ASNs but all other steps are in place, or a failure from SSCC generation onwards)
 - Recovery date – this can be an expected recovery date at point of first contact, but you will need to provide an exact date as soon as you know it.
- ii. Ensure your haulier is aware of the situation

- iii. M&S will ensure the network is aware of what is happening.
- iv. M&S will take a decision as to whether to invoke the payment security system for your site. This decision will be based on the information you have provided and your recent history in terms of PO and load accuracy.
- v. You will need to be aware that data in the visibility system may well be corrupted based on what you are sending into the network.

APPENDIX C: RDC LOAD PRESENTATION STANDARDS

This appendix contains important information regarding:

1. Tray End Label Presentation
2. SSCC Label Pallet Presentation
3. Green Trays - Bar Heights
4. Pallet & Dolly Heights
5. Depot Destination Tape and Luggage Labels
6. Dolly/Pallet Presentation Standards
7. Wooden Pallets
8. Vehicle Load Orientation
9. Strapping/Barring in the vehicle
10. Vehicle Sealing
11. ASN Vehicle Messaging
12. Vehicle Manifest
13. Direct deliveries

Load Presentation Standards

Correct load presentation is pivotal to the efficient and accurate operation of our supply chain, and suppliers must ensure that all their despatch locations are compliant for every tray, dolly and load sent into the M&S network.

Poor load presentation increases risk to health and safety and the risk of errors during the intake process. Subsequent rechecking increases unloading and turnaround times.

Supply chain KPIs will measure compliance of these revised load presentation standards and form part of the performance measures under the Supply Chain Special Measures Process.

M&S reserve the right to instruct RDCs to reject stock that fails to meet these standards. Rejected stock will be held at RDCs for collection for up to 24 hours, after which time it may be disposed of by the RDC or sent to charity for redistribution at the supplier's expense.

M&S also reserves the right to raise administrative levies against Suppliers whose load presentation does not conform to the required standards and to claim compensation where additional work has been incurred by the site as a result of non compliance.

Load presentation standards can be broken down into the following key areas:

1. Tray End Label Presentation

- a. Every tray that is being despatched into the network must have a compliant, readable label inserted correctly
- b. Tray End and carton labels **must** be facing outwards
- c. Trays must be correctly positioned on dollies to ensure all TELs are facing the same way.

2. SSCC Label Pallet Presentation

- a. Every stack that is being despatched into the network must have 2 compliant, readable SSCC labels attached correctly on adjacent sides of the stack
- b. SSCC labels should be secured using Depot Destination tape ref Fig 1 below
- c. All stacks must be RDC specific - stacks consisting of product for more than 1 RDC cannot be processed.



Figure 1: Example of SSCC dolly labelling

3. Green Trays - Bar Heights

- a. The supplier should ensure that the bars are nested as low as possible without damaging the product. This increase both transport and warehouse efficiencies to both M&S and the Supplier. Ref Fig 2 below.
- b. Bars must be nested allowing maximum trays on a dolly up to the maximum height allowed by health and safety requirements. Ref table 1 below for details of the number of trays which can fit on each dolly by bar height.

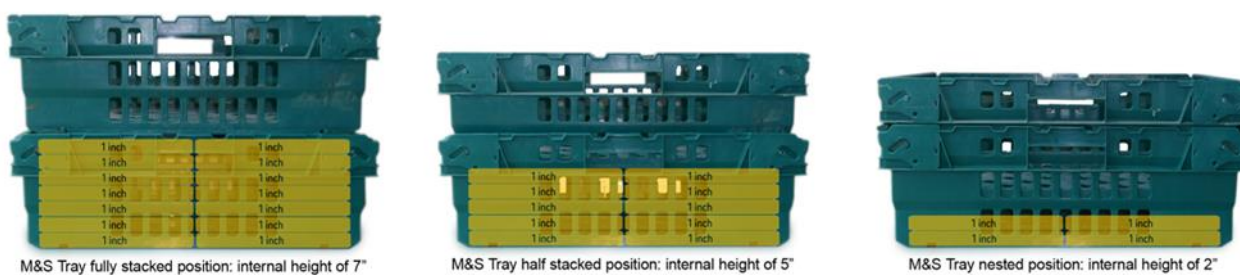


Fig 2: Nested Trays using different bar height settings

Bar Setting	Metric Tray	Half Tray
Bar Height	Trays per dolly	Trays per dolly
High 7"	18	36
Medium 5"	26	52
Low 2"	44	88

Table 1 Bar Settings Guide

4. Pallet & Dolly Heights

All dollies and pallets despatched must not exceed height tolerances for movement through the M&S network to ensure that product is not damaged and health & safety risks are minimised to hauliers and RDCs handling and receipting product

The maximum heights permitted are as follows:

- Trays on Dollies up to 1.78 metres (inclusive trays and dolly)
- Q-box on Dollies up to 2.1 metres
- Trays on Pallets up to 1.6 metres
- Cartons on Pallets up to 1.78 metres (inclusive pallet and dollies)
- Pallet weights not to exceed one tonne and must be securely stacked and presented

Exceptions may only be allowed by prior agreement with M&S Supply Chain and Logistics teams, the RDC and the primary haulier

Where deemed “too high” or unsafe by M&S RDCs, the driver will be expected to break product down at the rear of the vehicle.

Break & Build charges will be applied to suppliers who are non-compliant.

5. Depot Destination Tape and Luggage Labels

- All stacks must be clearly marked with depot destination tape identifying the final receiving depot. See Fig 3 below. This helps to ensure accurate processing in consolidation sites in the primary network.



Figure 3: Example Depot Destination tape

- The M&S preferred supplier of depot tape, and luggage tags for export, is MacFarlane Packaging. Macfarlane have re-designed the tape to make it narrower and easier to apply and removed the need for colour coding to reduce cost.

Contact details for Macfarlane Packaging:

Macfarlane Packaging	Mark Behan
01189 442 425	marksandspencer@macfarlanepackaging.com

- All trays for export must have 2 luggage labels attached (one on each end of the tray) clearly showing the export destination. Each country has specific colour coding which must be adhered to, see fig 4.



Figure 4: Examples of colour coded export luggage tags

- d. Luggage labels should only be used for export destination product (i.e. France and Eire), hospitality, counter lines and CFTO. No other labels or paper should be attached to trays or stacks.
- e. Dine In tags are no longer required, and should no longer be used.
- f. If by prior agreement with M&S it is necessary to supply FTO orders in green trays, where it is agreed that orange trays are not available, then an orange tray luggage label may be used
- g. See below fig 5 below for correct luggage label presentation.



Figure 5 Examples of correct presentation of luggage labels and depot tape for outload to Crewe Eire NB SSCC labels also required

- h. When delivering in cartons the luggage tag must be placed across each carton so that it is visible when stacked on the pallet. See figure 6 below



Fig 6: Luggage tags applied to cartons

6. Dolly/Pallet Presentation Standards

- a. Reusable trays must be presented on wheeled dollies or pallets.
- b. FTO/CFTO Customer Orders must be packed in orange trays and stacked at the top of standard pallets or dollies and loaded at the rear of the vehicle
- c. Do not mix trays and cardboard on the same pallet

- d. Wherever possible avoid mixing metric and half trays on the same dollies' if mixing is required load safety/product damage should not be compromised.
- e. Pallets containing mixed UPC's must be avoided as far as possible
- f. Half trays must be delivered on black bases and should not be stacked on pallets
- g. Wooden pallets must not be stacked on top of trays or cardboard
- h. Product for different M&S RDC destinations, including export, should not be mixed on dollies/pallets
- i. It is preferable for a single supplier consignment to avoid being split across more than one vehicle
- j. The haulier should ensure that if there are multiple Suppliers on the same vehicle they must be segregated by Supplier
- k. Empty trays must not be used to provide structural integrity to pallets

Please see Figs 7 and 8 below for examples of acceptable and unacceptable pallet presentation standards for stacking and presentation purposes.

Fig 7 Acceptable Pallet Presentation Standards
NB SSCC labels also required



Fig 8 Unacceptable Non Compliant Pallet Presentation Standards

No depot tape
TELS missing
FTO/CFTO orange trays stacked at base
Pallet over height

7. Wooden Pallets

When stacking metric trays onto wooden pallets they must be stacked using the footprint shown in Fig 9 below. Half trays must never be delivered on wooden pallets.

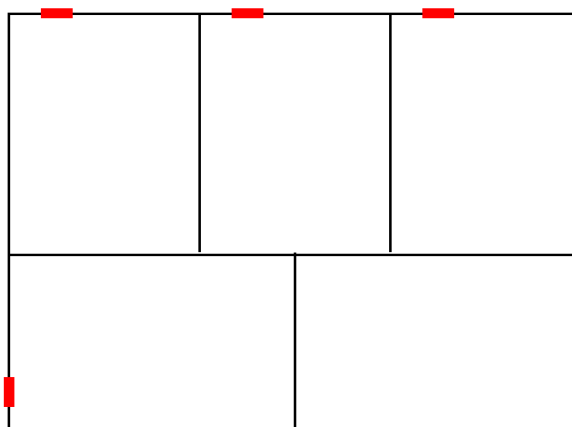


Fig 9 Stacking Footprint for metric trays on a wooden pallet

8. Vehicle Load Orientation

- a. Vehicles which drop at multiple sites must be loaded in the reverse order to the delivery sequence so that only the product required is off loaded. No other product must be off loaded.
- b. Customer orders must be loaded at the rear of the vehicle so that they are the first trays unloaded. See Fig 10 below
- c. Export products should be presented immediately behind the Customer orders at the rear of vehicle.
- d. UK and Export product MUST NOT be mixed on dollies/pallets as this may lead to product being receipted against and allocated to the incorrect country.
- e. Personalised cake products or any other special category (e.g. samples for M&S Head Office at Waterside) must be on separate dollies/pallets, segregated from other products and clearly marked. These products must also be situated at the rear of the vehicle available for offloading first, unless load security dictates otherwise. If FTO/CFTO trays are mixed they must go on top of a pallet if mixed with core products. Ref fig 10 below
- f. Dollies and wooden pallets must be separated.
- g. Product for onward trunking must be on a separate pallet and segregated by destination M&S RDC. The pallet must be clearly marked with the destination M&S RDC using depot tape and with the appropriate paperwork for each destination M&S RDC.
- h. Product for carry-over (i.e. product sent early to be carried over one or more days) must:
 - i. Only be sent with prior agreement from the final receiving M&S RDC.
 - ii. Presented on separate pallets/dollies and clearly identified as 'carryover' and marked with the into depot date and into store date
 - iii. loaded at the front of the vehicle, behind product for that depot day.
 - iv. Provided with separate paperwork, in a separate envelope, with the relevant into M&S RDC and into store date.

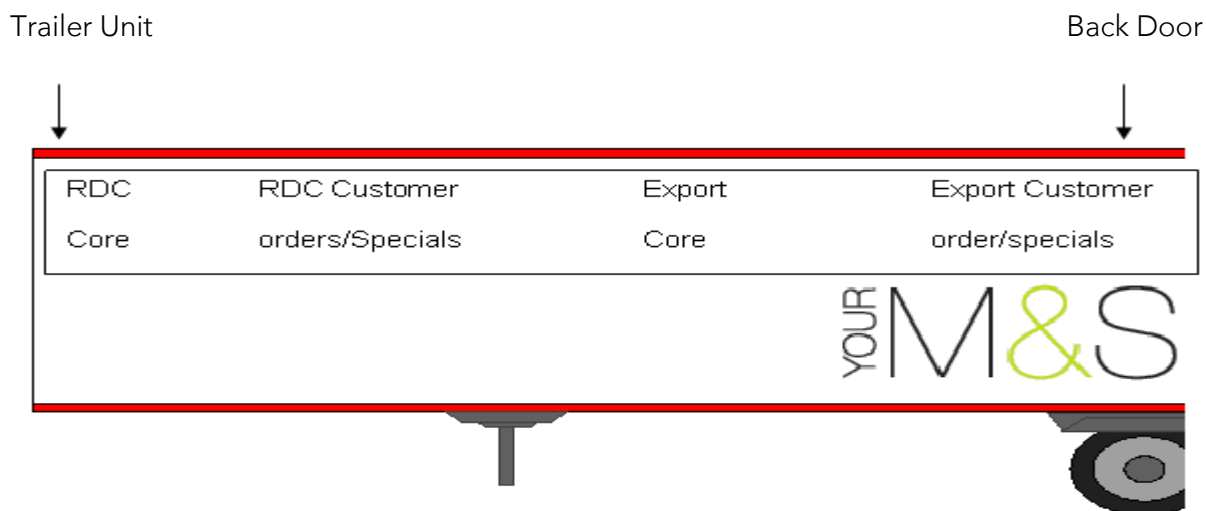


Figure 10 Vehicle Loading Sequence

9. Strapping/Barring in the vehicle

- The load must be secured on the trailer in order to ensure load integrity and safety to any person loading or unloading the vehicle
- As a minimum the load must be secured by two straps (in a cross formation) **and** at least one load lock bar, **every third** of a vehicle load.
- Heavy loads (e.g. Milk/Juices/Water, etc.) must have additional restraints.

10. Vehicle Sealing

- All vehicles/trailers carrying finished M&S product must be security sealed by the Supplier
- The seal number must be recorded by the Supplier on the delivery paperwork before departure from the Supplier premises.
- The haulier must ensure that all vehicles have a security seal intact on delivery into RDC's.
- On arrival at the M&S RDC, the seal number will be checked and discrepancies or missing seals will result in the vehicle being rejected
- Trailers will need to be resealed with new seals before leaving the M&S RDC if they are on route to another M&S RDC to drop off more products.
- A full investigation shall be carried out if the security seal has been broken.

11. ASN Vehicle Messaging

- Every vehicle despatched from supplying sites must be accompanied by an ASN.
- The ASN message is sent electronically into the M&S middleware to be forwarded to the Visibility solution (VaMoS) and on to the appropriate 3PL.

12. Vehicle Manifest

- a. Every vehicle must be accompanied by Vehicle Manifest paperwork.
- b. The driver must ensure they have a copy of the manifest as this will be referred to (and the barcode scanned) as the first point of vehicle acknowledgment at the delivery destination.

For More Information...



For full details on ASNs, VM and SSCC see Appendix B

13. Direct deliveries

Haulier drivers are required to comply with the RDC site instructions as provided by the gatehouse and comply to the following:

- a. Vehicles must be compatible for unloading with dock levellers, if vehicles are not compatible drivers will be required to manually unload
- b. Curtainsiders are not considered suitable for RDC in take
- c. Refrigerated vehicles must be presented at the correct temperature and must have an insulated dividing door if carrying both ambient and chilled goods.
- d. Gist operators should unload/operate the tail-lift.
- e. M&S RDCs with power pallet trucks (walk behind) will use these to unload lower deck.
- f. Drivers pull to rear of vehicle where power pallet trucks are unavailable.

14. APPENDIX D: PRIMARY TRANSPORT PROCESS

This appendix contains important information regarding:

1. M&S Primary Transport Process Requirements
2. M&S Food Temperature Guidelines
3. RDC Booking In Portal
4. M&S RDC Receiving Windows

1. M&S Primary Transport Process Requirements

a. The Supplier

Under all primary contracts the Supplier is required to:

- i. Communicate daily orders (Trays & Base equivalent) by individual Supplier premises to the haulier within the agreed time frame in the agreed format;
- ii. Ensure that the products are available at the agreed collection times at the collection point. (This will be at least one (1) hour in advance of agreed departure time);
- iii. Notify the haulier and/or if required, M&S if the vehicle has not arrived half an hour before the agreed departure time);
- iv. Check that the vehicle is clean and odour free before loading;
- v. Ensure the products are within the agreed temperature range before loading.
- vi. Ensure that vehicle is set to the correct temperature prior to loading
- vii. Ensure that relevant resource is available to unload any returns and/or equipment and to load the products to be dispatched;
- viii. Ensure that at the time of transfer of the Supplier equipment to the haulier the Supplier equipment is fit for purpose;
- ix. Ensure that all products are safely, securely and properly packed and properly labelled and that the products are safely, securely and properly loaded onto the vehicles;
- x. Ensure that vehicle manifest is completed for each vehicle;
- xi. Ensure that vehicles are despatched on-time against the agreed collection schedule. Primary hauliers are expected to only wait beyond scheduled collection times in exceptional circumstances. The decision to hold a vehicle beyond the agreed collection time should be made in consultation with M&S primary logistics and the M&S Food Category teams. M&S reserves the right to request hauliers to cut and run on scheduled outload times in order to protect availability
- xii. Suppliers must ensure that any third party consolidation or cross-dock location which they are using to dispatch from adheres to the same high standards as a Suppliers own facility. M&S may wish to visit any consolidation site being used or planned to be used.
- xiii. Suppliers with carry over to participate on a daily call with the M&S Primary Team to articulate route cause and action plan.
- xiv. Supplier to have data/mobile capability to see inbound collecting vehicles via [mMicrolise](#).
- xv. Agree on a weekly basis the chargeable volumes of products out loaded to the haulier the previous week.
- xvi. For M&S managed primary contracts, once agreed the haulier will send such agreed volumes to M&S to generate all payments and deductions for product. The chargeable volumes are based on the higher amount of product dispatched versus how much they have called over.
- xvii. Follow agreed process and timelines for financial transactions
- xviii. In the event of rejection and return of the products, the parties acknowledge and agree that the party at fault will be responsible for the cost of return.

b. Call-over process

- i. Suppliers will adhere to the agreed call-over process as detailed in the supplier/haulier Service Level Agreement/Contract
- ii. Suppliers are expected to call-over provisional volumes the day prior to collection in line with the agreed cut off times
- iii. Suppliers delivering on AM cycle are expected to confirm planned volumes the day prior to delivery in line with the agreed cut off times
- iv. Suppliers delivering on PM cycle are expected to confirm planned volumes by 8am on the day of delivery

c. The Haulier is required to:

- i. Mutually agree collection timings/dates with the Supplier
- ii. Agree to adhere to collection and delivery times, cycles and dates
- iii. Be at the collection point at the Supplier premises at least 1 hour before the agreed pull out time;
- iv. Inform the Supplier and M&S at the earliest possible time of any delays, including late departure from factory
- v. Ensure all vehicle delays potentially impacting delivery time will be escalated to the relevant M&S RDC and a revised ETA will be provided;
- vi. Collect relevant vehicle manifest and present to destination RDC on arrival
- vii. Haulier to have data/mobile capability to see inbound collecting vehicles [Micolise](#)
- viii. Ensure that the products are delivered into the M&S RDC to meet relevant deadlines – to protect availability M&S reserve the right to instruct the haulier to cut and run to meet those deadlines
- ix. If amendments to delivery volumes are received after the agreed cut off time, then the haulier shall ensure that as far as practicable “specials” (namely, an additional vehicle run) are made available for late volume. The haulier agrees that the cost of operating the “special” shall be confirmed with Suppliers in advance;
- x. Support seasonal or promotional uplift volumes where appropriate notification is given by the Supplier or M&S;
- xi. Obtain a valid booking in slot and bar code using the booking portal in line with supplier cycle
- xii. Ensure that all vehicles used are fit for purpose, maintained in good repair and in a hygienic condition. All vehicles shall be physically inspected prior to loading to ensure that the vehicle is clean and free from taints and odours. Documented records of cleaning shall be retained by the haulier.
- xiii. Ensure that no vehicle has previously transported unpackaged waste food or raw uncovered meat products without a full deep clean and sign off.
- xiv. Ensure that no hazardous chemicals are transported with any food or food related products.
- xv. Ensure that all vehicles have a security seal intact on delivery into RDC's. A full investigation shall be carried out if the security seal has been broken. Seal Numbers are to be recorded by the Supplier on vehicle paperwork before departure from the Supplier premises.
- xvi. Ensure all collecting drivers shall observe any health & safety requirements of each Supplier premises;
- xvii. Agree and adhere to equipment collection and delivery schedule for Supplier
- xviii. Co-operate with the M&S delivery query process;

- xix. Settle claims at dolly level provided that the error is proved to be the haulier's (i.e. loss/damage/misdelivery/temperature integrity);
- xx. Maintain the temperature chain for controlled products when they are under its control see section 2 below
- xxi. Follow agreed process and timelines for financial transactions;
- xxii. Visit each Supplier a minimum of once a quarter to review service and to complete 'Supplier Satisfaction Survey'

2. Food Temperature Guidelines

- a. Maintaining product at the correct temperature is critical to product quality and safety and every step must be taken to ensure product integrity. Failure to do so will result in product rejection.
- b. Hauliers are required to maintain the temperature chain for controlled products when they are under its control and report to M&S where a Supplier is not loading from a temperature controlled outloading bay.
- c. The temperature regime must follow the parameters specified in Table 1 below unless agreed with an M&S Technical Manager
- d. No mixed temperature regime loads shall be permitted where temperature range is not met.
- e. All temperature records must be made available to M&S or a Supplier on request.
- f. Product temperature will be checked on arrival at RDC and product failing to meet the required standard will be rejected or held before receipt pending further investigation and instruction from M&S Food Technology

Product Group	Temperature
Frozen	-18°C or lower
Chilled	0-5°C
Produce and Bunches of flowers*	5-12°
Bananas	+14°
Ambient and plants	No temperature specification

Any exceptions are to be agreed with your M&S Food Technologist

* **Flowers:** When not part of a full-load they can be set at +10, Cold chain Horticulture products MUST be loaded away from the chilling units on trailers to avoid chill damage. **Please** ensure cold chain horticulture is not being loaded in the swan necks on double decker trailers.

3. RDC Booking In Portal

- i. Vehicle arrival times into RDC's are administrated by a booking in portal.
- ii. All vehicles must have pre-booked an agreed slot and present a barcode on arrival that can be scanned to confirm arrival at the agreed time.
- iii. ALL Drivers must provide a booking bar code on arrival into a secondary site

- iv. If a haulier has access to the Booking Portal (BP) then they access their bar codes by using the onboarding guide which is available on initial registration or by contacting the Gist Bookings Team.
- v. If a haulier DOES not have access to the BP then they can contact the Gist Bookings Team.
- vi. If a bar code is not provided on arrival security will instruct them to contact their sending site to get a bar code before entrance will be granted



Gist Bookings Team:
01256 891975
Opening hours:
Mon: 06:00 – 00:00
Tues / Fri: 00:01 – 00:00
Sat, Sun: 06:00 – 14:00

4. M&S RDC Receiving Windows

M&S RDCs run a 2-cycle receiving operation:

AM Cycle – 06.00 to 14:00

PM Cycle – 14.00 to 22:00*

* exceptions where highlighted in table of PM cycle intake times below

Intake of late deliveries is at the M&S RDCs discretion and cannot be guaranteed. Intake post these cut-off times can result in product being carried over to the next day.

<u>Faversham</u> Ambient 21:00 Chill 22:00	<u>Enfield</u> Ambient 21:00 Chill 21:00
<u>Barnsley</u> Ambient 22:00 Chill 22:00	<u>Eire(Via Crewe)</u> Ambient 17:30 Chill 17:30
<u>Crewe</u> Ambient 22:00 Chill 22:00	<u>Thatcham</u> Ambient 22:00 Chill 22:00
<u>Hemel</u> Ambient 21:00 Chill 22:00	<u>Bristol</u> Ambient 22:00 Chill 22:00
<u>Cumbernauld</u> Ambient 21:00 Chill 22:00	<u>Clonsaugh</u> All intake 08:00 to 21:00
<u>Export (via Faversham)</u> Ambient 17:30 Chill 17:30	

All presentation arrangements and arrival times will be pre-agreed prior to first delivery and all changes controlled via the individual M&S RDC and the M&S Food Logistics team.

CFTO deliveries must arrive into the RDC network no later than 0600 on the correct depot day and not earlier unless otherwise agreed with the M&S Logistics team.

M&S reserves the right at any time to update these cut-off times in the event of volume uplifts, persistent traffic/road issues, in order to effectively manage RDC operations.

APPENDIX E: EQUIPMENT MANAGEMENT PROCESS

This appendix contains important information regarding:

1. M&S Equipment Types
2. Logtek Equipment (Flowers & Plants Suppliers only)
3. Equipment Use Charging Process
4. Misuse of Equipment
5. Managing Equipment Movements
6. Lintracker KPIs
7. Equipment Collections
8. Equipment Received on Store Returning Vehicles
9. Damaged Equipment
10. Chep Pallets
11. Logtek Help Desk

1. M&S Equipment Types

The following M&S owned equipment is available for use



MT1 Full Metric Tray
Lintracker Code: 88



MT2 Half Metric Tray
Lintracker Code: 44



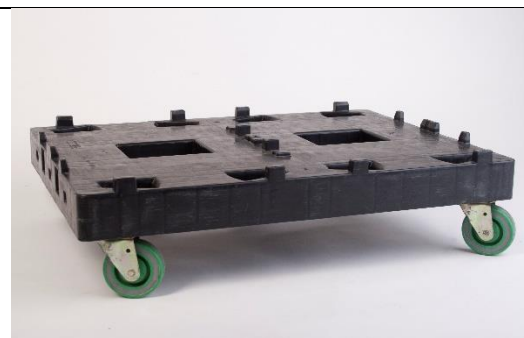
MT3 Metric Deep Fill Tray
Lintracker Code: 33
Primarily for turkey Suppliers and Christmas FTO other use by prior agreement with the M&S Food Logistics Asset Manager ONLY



MT5 Metric Customer FTO Tray
Lintracker Code: 77
For use with Customer FTO Orders **ONLY**



MD1 Metric Store Green Dolly
Lintracker Code: 50
NORMALLY RESERVED FOR M&S USE ONLY BUT MAY BE ISSUED IN PLACE OF MD2 BLACK DOLLIES



MD2 Metric Supplier Black Dolly
Lintracker Code: 75
FOR USE WITH SUPPLIER DELIVERIES OF ALL TRAY TYPES AND Q BOXES INTO M&S RDCs



MR1 Metric Roll Cage

Lintracker Code: 24

RESERVED FOR M&S USE ONLY.

Supplier use only by prior agreement with the M&S
Food Logistics Asset Manager

All M&S owned transit equipment, including trays and dollies, within the M&S Supply Chain is the property of Marks and Spencer plc and is not for sale or disposal. No supplier shall take any action in relation to any of M&S' physical transit equipment which is inconsistent with M&S' ownership

2. Logtek Equipment for use with Flowers & Plants Only

The M&S equipment pool is supplemented by Logtek owned reusable equipment specifically for use by horticulture suppliers, these are referred to as Q boxes.

The Q box pool is owned, managed and charged on issue by Logtek. Separate controls and processes are in place for this equipment and it is not managed by M&S. Please contact Logtek directly for further details



3. M&S Equipment Use Charging Process

- Charges are levied for the use of all M&S Assets and are applied retrospectively following delivery of product into Depot.
- All charges are based on the M&S record of goods received into depot as held in the M&S SAP System.
- Charges are applied 10 days retrospectively, following post-delivery queries.
- Charges are based on the equipment type maintained by suppliers, and approved by buyers, at UPC level in the M&S Reference Data Approval System (RDA) and held in the M&S equipment database in M&S's FLIC system.
- Tray usage charges are deducted from merchandise payments.

[For More Information...](#)



For full details on charging see Appendix I

4. Misuse of equipment

- M&S Equipment must only be used for the movement of finished M&S product within the UK and Eire from point of manufacture to final receiving M&S RDC.
- M&S Equipment is not permitted for movement of non-M&S, WIP or unfinished product either internally or externally.
- Failure to gain permission from M&S Food Logistics for use of equipment for stock build in freeze programmes will be deemed as misuse and charges applied.

- d. M&S reserves the right to arrange for regular audits of Supplier facilities (or any facility where equipment or product is stored) for inspection of stock holding and identification of any misuse.
- e. Any misuse of M&S Equipment is liable for a misuse charge as noted in the Operations Rate Card.

For More Information...



For full details on charging see Appendix I

5. Managing Equipment Movements

The equipment pool is a critical component of the M&S supply chain from supplier production line to store with multiple points of interaction. In order to efficiently manage the equipment pool M&S and Logtek require accurate visibility of equipment levels across the supply chain. Tracking equipment movements in and out of all managed locations is paramount in order to keep all parts of the supply chain adequately supplied with equipment.

Logtek provide the lintracker Asset Management System to M&S and their suppliers in order to manage equipment throughout the supply chain.

All Suppliers are required to manage their M&S equipment through lintracker, recording all movements and stock balances in their lintracker account

a. Stock Movement Records

- i. It is essential that suppliers maintain accurate records of equipment stock movements and balances via their lintracker account on a daily basis and ensure their lintracker balance accurately reflects the physical equipment held.
- ii. Where suppliers hold stock at additional sites, including distribution hubs, pack houses and other 3rd party sub contractor sites this must be identified in lintracker and stock balances and orders separately recorded against the third party site
- iii. A Pack House is any business contracted by a Supplier to pack merchandise for sale at M&S at a point in the supply chain after the Supplier and before the depot.
- iv. Pack Houses will act as the Supplier with reference to M&S equipment as the equipment will never reach the Supplier, so the Pack House location will in effect be the source location for product.
- v. The supplier is responsible for ensuring that all KPI measures are maintained for all their sites (ref point iv above) and they remain liable for all related charges.
- vi. If equipment is not being collected by their haulier on a weekly basis, Suppliers must contact the Logtek Helpdesk.
- vii. Suppliers should ensure that they check their lintracker receipts and statements to check that they have been correctly updated

b. Ordering Equipment

- i. Suppliers must order their equipment requirements via lintracker on a weekly basis. Orders must be placed by 1400hrs Tuesday for requirements from the following Saturday. Sufficient equipment should be ordered to cover the full 7

day period from the Saturday using the M&S 28 day forecast as a guide to volumes.

- ii. Orders should be placed in full vehicle loads with correct dolly or pallet configurations.
- iii. Where volumes differ significantly from the 28 day forecast suppliers should advise Logtek helpdesk and provide an explanation.
- iv. Any standard orders required outside of the set ordering schedule are classified as 'Emergency Orders' and cannot be placed through lintracker.
- v. Ordering for Freeze Programmes & CFTO should be discussed directly with Logtek and will be held in separate accounts within Lintracker

c. Freeze Programmes

- i. Use of M&S Equipment for finished product in frozen storage to build stock within a freeze programme is only permitted with the prior agreement of the M&S Food Logistics Asset Manager.
- ii. Where equipment use has been agreed for freeze programmes Suppliers are required to record the quantities of trays in freeze via a separate lintracker freeze account.

d. Emergency Orders

- i. An emergency order is defined as one placed outside the normal leadtime e.g. one placed during the week of issue and includes a request for additional equipment not advised at the time of order
- ii. If a Supplier has to raise an emergency order they must contact the Logtek Helpdesk.
- iii. If the Logtek Helpdesk agree it is necessary to provide the Supplier with equipment an order will be raised and the necessary depot informed.
- iv. KPI scores may be affected where emergency orders are due to supplier non compliance.
- v. Please note additional equipment required as a direct result of late M&S orders received by the supplier will not be classified as an Emergency order.
- vi. Where suppliers manage their own primary haulage, rather than M&S, it is their responsibility to ensure that their Haulier is advised of any change to their collection schedule or additional Emergency Order requirements

e. Cancelling Orders

- i. In the event that a Supplier needs to cancel an order, they must contact the Logtek Helpdesk and obtain an incident number the working day before the collection.
- ii. Where suppliers manage their own primary haulage, rather than M&S, they must inform their haulier should any orders be cancelled.

f. Equipment Transfers within and between Suppliers

- i. Some Suppliers may have the requirement to transfer full or empty equipment within their own site network, and some Suppliers may have an agreement to transfer full or empty equipment with other Suppliers.

- ii. In these cases Logtek will give access to the functionality within Lintracker to transfer equipment from one site balance to the other
- iii. The transaction can only be actioned by the site sending the Equipment and there is no requirement for the receiving site to receipt the load within Lintracker.

6. Lintracker KPIs

- a. A set of KPIs has been developed for suppliers in order to support the effective management of the equipment pool
- b. Logtek will monitor Suppliers balance management with the use of Key Performance Indicators and are required to report to M&S any instances of suppliers failing to maintain or report any discrepancies in stock balances and transactions
- c. Supplier performance is reported weekly via the M&S Equipment KPI Report which is emailed out to suppliers on a weekly basis
- d. A weekly non compliance compensation charge may be levied where suppliers fail to meet two or more of the KPI's.
- e. Communication of problems to the Logtek Help Desk, as they arise, will help support the efficient running of the M&S equipment pool and may mitigate supplier KPI failure.

KPI failure is defined as follows:

7. Equipment Collections

Your chosen haulier, regardless of whether your transport is arranged through M&S

Performance KPI's

Orders

- iv. Failure to place an order for equipment on time (Tuesday 14.00hrs)
- v. Order placed by the supplier is understated
- vi. Order placed by the supplier is overstated (promotions notified to the Helpdesk will be taken into account)

Balances

For each equipment type monitored by the KPIs, failure to maintain a balance of:

- vi. Greater than zero for the end of the day, for every day of the week.
- vii. Greater than the agreed dwell time for the end of day balance on a Friday.

Dehires

- viii. Supplier has dehired quantities in bulk
- ix. Supplier is entering dehires late
- x. Supplier is not entering dehires daily

Audit

- iii. Stock adjustments completed post audit
- iv. Refusing an equipment auditor access to the site

CFTO

- iii. Account has inaccurate balances
- iv. Dehires not created when equipment goes to depot

Freeze and Freeze Requests

- iv. Accounts have inaccurate balances
- v. Dehires not created when equipment moves
- vi. Equipment is not ordered on the correct account (Order Request Account)

Primary, Non M&S Primary or own transport **must** comply with the following

equipment requirements and ensure that all communication regarding haulier collection must be via the Logtek Helpdesk. See Primary section in this document for information relating to M&S Primary processes

The Haulier must:

- i. Provide a weekly base plan against which supplier equipment orders can be scheduled. This should reflect M&S recognised primary contracts
- ii. Confirm to Logtek each Thursday that the planned schedule for equipment collections the following week is accurate and achievable prior to system confirmation.
- iii. Collect as per the confirmed schedule
- iv. Provide Drivers with, & brief them to quote, relevant Lintracker ECN order number *upon* arrival at collection depot. (ECN on Trip Sheet)
- v. All equipment movements should be accompanied with lintracker system issued paperwork.
- vi. Ensure drivers are aware that when collecting equipment they must obtain "live" lintracker issued paperwork for Gatehouse scanning before they leave the depot
- vii. Be aware and ensure drivers are briefed that, if for any reason, the driver departs the collecting site without the scheduled equipment, it is the driver's responsibility to obtain lintracker system issued reason coded paperwork from the site. Signed trip sheets, any manual or non-system generated paperwork or confirmation is not acceptable and will be considered as if the Haulier failed to request the equipment collection as per the schedule.
- viii. Not request additional orders on the supplier's behalf, unless looking to recovery failed collections.



a. The Supplier should receive:

- i. equipment as per the lintracker schedule.
- ii. a copy of the lintracker system issued paperwork with each load, with an ECN (Equipment Collection Number) corresponding to the supplier schedule.
- iii. an automated email whenever your haulier has applied for equipment but has not been able to collect. This will detail the reason why equipment has not been collected. On receipt of this the supplier should contact Logtek to re-schedule the collection, if required.

b. Collecting Locations

- i. Collections will be from an M&S or Logtek designated collection point, as per the Lintracker schedule, based on tray availability.
- ii. Some arrangements, with M&S agreement, may state specific equipment collecting RDC.
- iii. M&S will not accept any retrospective claims for additional costs to arrangements they have not been party to.

8. Equipment Received on Store Returning Vehicles

- a. Equipment may be delivered to a supplier on a vehicle following a depot delivery to store. We refer to these vehicles as store returning vehicles (SRVs)
- b. The Logtek Help desk will brief suppliers on how to track and manage these movements
- c. Any equipment received on a SRV that is not required should be returned to any M&S RDC on the next available vehicle. Suppliers should create a Lintracker despatch note to move this equipment. Please contact the Logtek help desk with any queries.
- d. On occasion suppliers may be requested to temporarily hold equipment awaiting collection. The Supplier must ensure that any SRV received M&S retail store and non-use equipment is held in a secure and safe location

9. Damaged Equipment

- a. The supplier must notify the Logtek Helpdesk stating the quantity and type of equipment that is to be returned and the nature of the problem(s).
- b. Logtek will arrange collection and repair:
 - a. MT1 Metric, MT2 Half MT3 Deep and MT5 Orange trays that are physically damaged and or have broken bale arms should be palletised and segregated by tray type.
 - b. MD1 Green and MD2 Black dollies which are physically damaged and or have damaged castors should be stacked safely.

10. Chep Pallets

- a. Where suppliers have pre agreed with M&S to make deliveries on wooden pallets then Chep pallets are accepted for delivery into RDCs.
- b. However, Chep pallets are not managed within the lintracker system and it is suppliers' responsibility to manage their Chep accounts themselves.

11. Logtek Help Desk

- a. The Logtek Helpdesk is the first point of contact for all M&S equipment related problems, queries or concerns.
- b. All queries will be issued with a unique incident number, this must be quoted by the supplier in all related correspondence.
- c. Any issues not resolved by the Logtek Helpdesk should be escalated to the Logtek M&S Contract Manager
- d. Any issues not resolved by Logtek should be escalated to the M&S Food Logistics Asset Manager by direct email. Escalations are not accepted via Categories, buyers or other contacts.

HELP DESK CONTACT DETAILS

Logtek Help Desk	Hours: 0800 -1700 Mon – Fri	0121 506 0135 marksandspencer@Logtek.com
Emergency outside of normal office hours		0121 506 0135 phone will direct Supplier to the relevant colleague to contact

KEY CONTACTS

Logtek M&S Assistant Contract Manager	Jackie Hamill	Jackie.Hamill@Logtek.com
Logtek M&S Contract Manager	Steve Matthews	07721 644355 Steve.Matthews@Logtek.com
M&S Food Logistics Asset Manager	Richard Welch	07825 831099 Richard.welch@marks-and-spencer.com

APPENDIX F: SUPPLIER RDC DELIVERY QUERY GUIDE

This appendix contains important information regarding:

1. POD discrepancy logging
2. Logging your query - Vivantio Self Service Portal
3. Escalations

1. POD discrepancy logging

Welcome to the supplier guide to POD discrepancy logging. We have created a step by step guide to explain when to log your POD discrepancy and how to log on Vivantio.

Step 1

Once you receive your Day 2 POD and find a discrepancy, your first step is to log into VaMoS and check the Despatch Variance Report.

Step 2

Depending on what the Despatch Variance report shows, you then follow the flow diagram (Page 4) on how to proceed with your POD discrepancy. The scenarios are based on how VaMoS can help to reduce the need to log particular queries and can help resolve discrepancies quickly and correctly.

Depending on the Scenario, you may need to conduct further checks on VaMoS, log your discrepancy with the Help Desk or take alternative actions instead

1. **No Dispatch Variance** – There is no variance on the PO and was despatched in full, if this is the case the report will display no results (see below),

'Over' Dispatch Variance – The UPC(s) are highlighted red because the supplier has sent incorrect quantities.

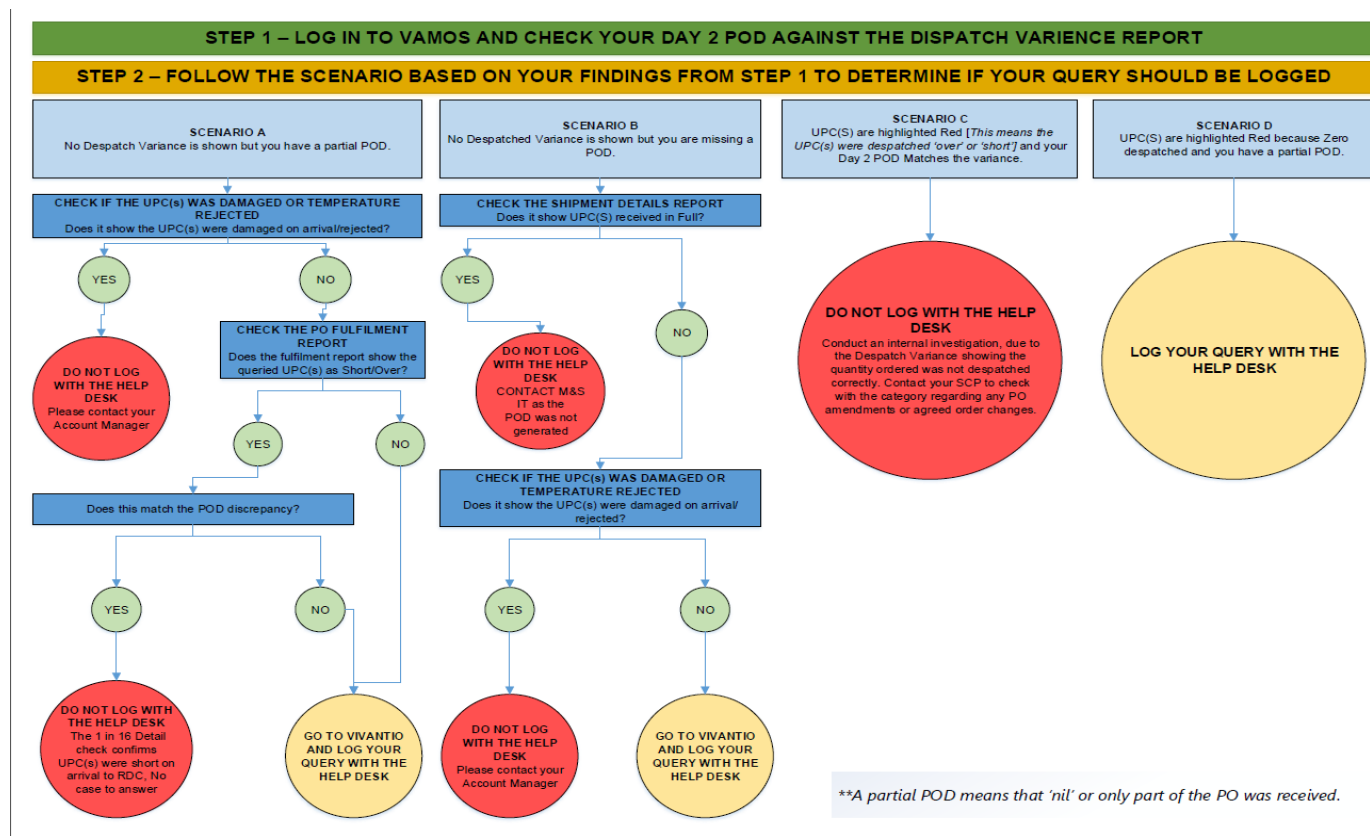
00135634	PF CHILLI GARLIC PAPRIKA	09/03/2018	8	20	30
----------	--------------------------	------------	---	----	----

'Short'

00746008	6 FIVE GRAIN PANCAKES	13/03/2018	6	8	6
----------	-----------------------	------------	---	---	---

'Zero'.

00746008	6 FIVE GRAIN PANCAKES	13/03/2018	6	5	0
----------	-----------------------	------------	---	---	---



2. Logging your query - Vivantio Self Service Portal

The portal was created to give vendors the flexibility to log their own queries at times to suit their operation. The Portal can be accessed at any time of the day, however, calls logged after 15:00 will be treated for query resolution SLA purposes as having been logged the following morning.

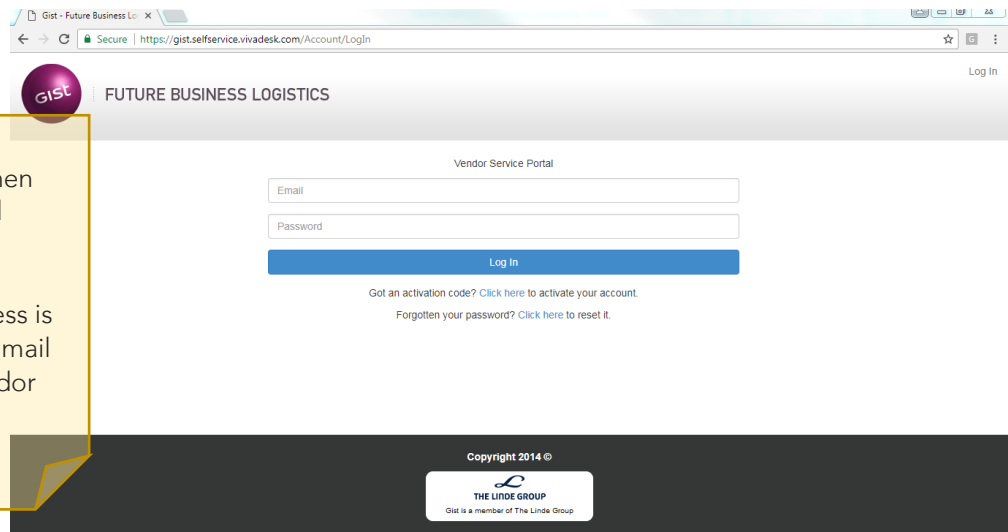
It is a user-friendly site and can only be used to log new calls.

- It cannot be used to escalate, query other issues or view previous logs. The portal requires accurate information to be logged and investigated.
- To obtain access to Vivantio Self-service please email fiona.wassell@gistworld.com
- Each Vendor only has 1 Username (email address) and 1 password. Access will need to be shared with all that may use the system.
- A download of Chrome may be required.
- Calls logged with 1 tray discrepancies other than the exceptions listed in the guide will be closed as invalid, this includes calls logged on day 1.
- Amendments to HDC logs can only be done by calling the Help Desk on 01256 891379.

Please find below instructions on how to use the self-service portal.

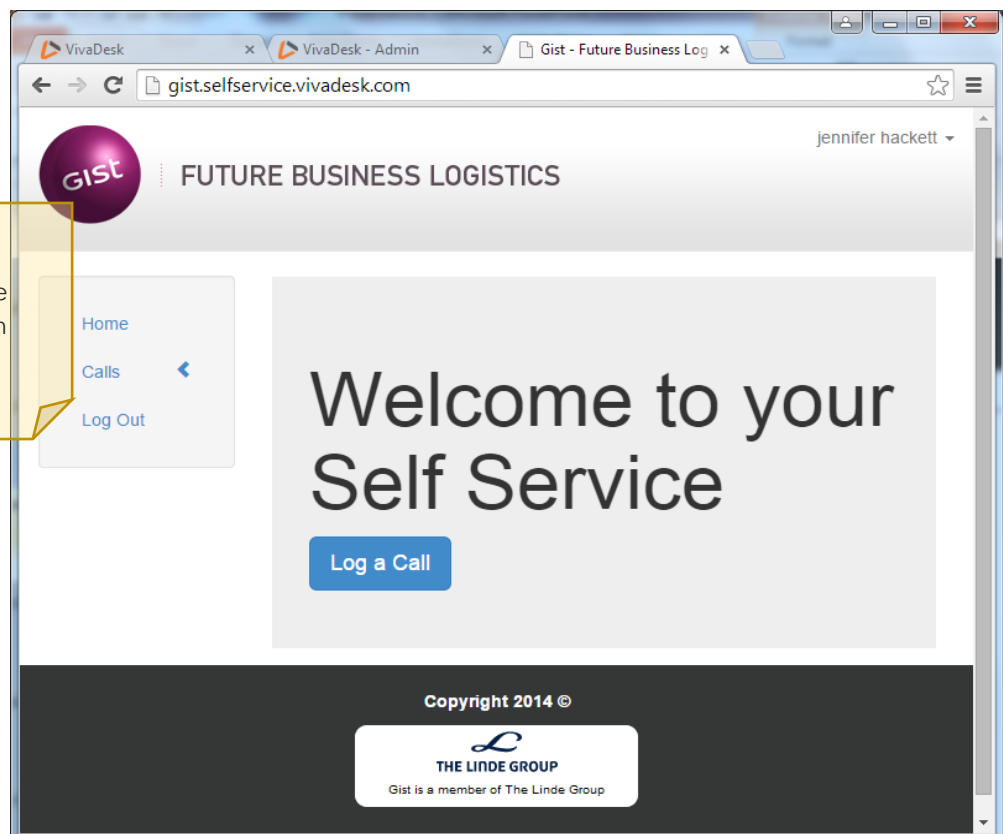
Step 1

- The portal will then request an email address and password.
- Please note access is only given to 1 email address per vendor log on.



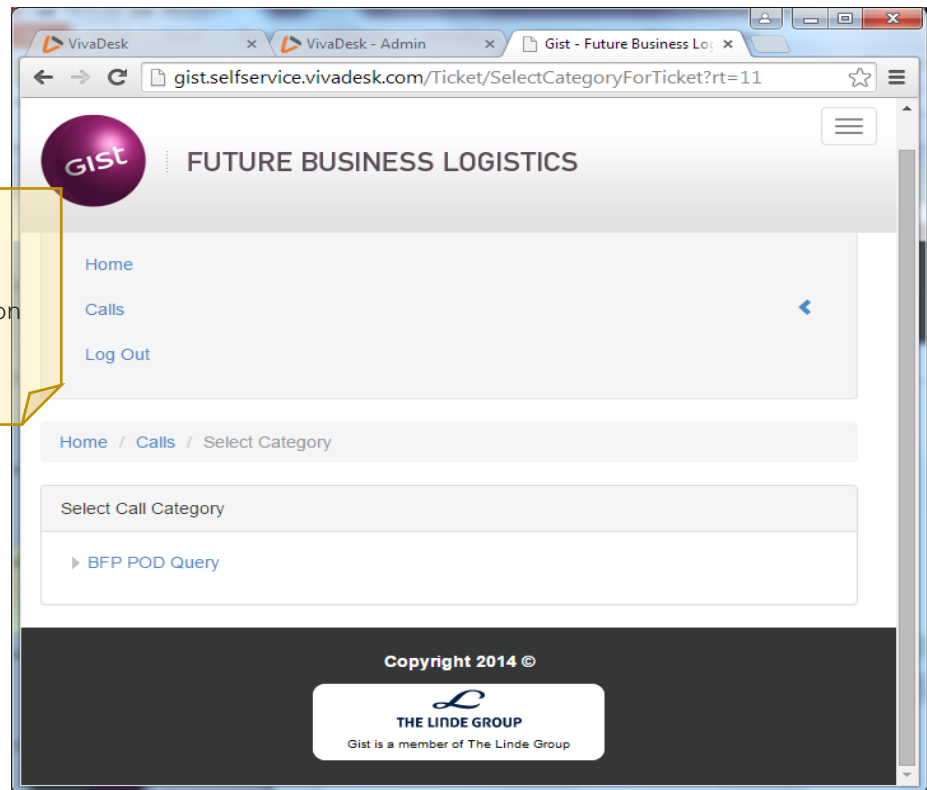
Step 2

- Click on the Blue Log a call button



Step 3

- Click on the BFP POD Query Button



Supplier / Store:	ZZ M&S Portal Login	Phone:	01256 891323
Caller:	Fiona Wassell	Location:	
Email:	fiona.wassell@gistworld.com		
Description:	THA - 12/03/18 Despatched in Full - Missing POD 150502860302445887 150502860302445887		

Step 4

- All tabs in red must be filled in, the call will not save if left blank.
- Please fill out your telephone number (in case we need to contact you direct)
- Under description please type in the first 3 letters of the depot and the into depot date.
- Please also use this space to detail the findings of your preliminary checks and if you have noticed a different UPC over, a different depot over, if there were order amendments. Anything that may assist us with our investigation.
 - Despatch Variance report
 - SSCC numbers

A repeat of all data is not necessary in this box. Just information that may be useful to us.

✕

Into Depot Date:	<input type="text" value="12/03/2018"/>
Depot:	<input type="text" value="Thatcham"/>
Haulier:	<input type="text" value="Own"/>
Trunked Via:	<input type="text" value="Own"/>
MOS Scenario:	<input type="text"/>

Step 5

- If the into Depot Date is still highlighted once complete then you will need to enter the date using the following format.
- Depot and haulier provide a drop-down option.
- Trunked Via and MOS Scenario are for internal use.

Internal Purposes Only

UPC:	<input type="text"/>	<input type="button" value="Add"/> <input type="button" value="Remove"/>
Ordered:	<input type="text"/>	
Actual:	<input type="text"/>	
EDN or ASN (MOS):	<input type="text"/>	
AS400 Actual:	<input type="text"/>	
PO Number:	<input type="text"/>	

Step 6

- The matrix is where you would fill in the UPC detail. Click on the add button to start.
- Please note: If this box does not pop up you may need to download Chrome

UPC:	<input type="text" value="00045223"/>	<input type="button" value="🔍"/>	<input type="button" value="🗑️"/>
Ordered:	<input type="text" value="10"/>		
Actual:	<input type="text" value="0"/>		
ASN (MOS):	<input type="text" value="15009"/>		
AS400 Actual:	<input type="text" value="FOR INTERNAL USE ONLY"/>		
PO Number:	<input type="text" value="2110515968"/>		

Step 7

- Vivantio will only let you add valid UPC's which are a 8 digit format e.g. 00123456. When you type in your UPC it should turn green if accepted, if it stays red it is an invalid UPC. There is a look up tool available to find your UPC, if required.
- Each call ID is logged by PO. Do not put multiple PO on one log as it will be rejected as invalid. A new log has to be generated per PO query
- You can only add 1 UPC at a time, once you have added 1 UPC you need to click the save changes button and then the add button again to enter more UPCs.
- You are only required to fill in the PO on the 1st UPC if you have multiple UPCs.
- The ASN number is also not required to be filled in on each line except if it is different. If you are MOS supplier but have issues please just write Manual. If you are not an MOS supplier please type none.
- The ordered figure is the amount you physically dispatched and Actual is what was on your POD or Zero if no POD.
- Ensure you don't use decimals or special characters.
- Once you have filled in all the necessary information please click on the submit button.
- You will then receive an email with a Call ID. Once investigation is complete you will receive a response confirming the outcome.

3. Escalations

- i. If your response suggests your product may have gone into Freestock, you need to contact your supply chain planner (SCP) who will investigate and reverse if applicable. Do not escalate.
- ii. Escalations have to be logged within 72 hours/3 days from the time it has been closed (including weekends).
- iii. Vendors must not have raised an invoice for the PO.
- iv. An escalation will be accepted with relevant justification including presentation of all required evidence (signed vehicle manifest detail UPC information, MOS suppliers signed vehicle manifest and supporting UPC information). Paperwork must be received within 3 hours of escalating or no further investigation will be made and the query will be re-closed with the original response.
- v. Escalations cannot be made via email with no prior phone call to the HDC, these will not be accepted. If the log has not been escalated and paperwork is received this will be deleted. Therefore, ensure you have received a response email following your call as this would show your call has now escalated.
- vi. If an escalation response remains unsatisfactory to the vendor and there is strong evidence for further challenge, they may refer the query to M&S Supply Chain for arbitration.



On receiving a query resolution, vendors can ask for reinvestigation by escalating the query with the **GIST Help Desk on 01256 891379**

APPENDIX G: HEAD OFFICE PRODUCT SAMPLE PROCESS

Head Office Product Sample Process

This process details the procedure required to ensure Supplier samples arrive at the correct destination.

a. Objectives

- Provide an improved audit trail from Supplier to M&S Head Office throughout the supply chain.
- To provide Store Code 499 (Head Office Samples) documentation showing greater detail of samples to build in greater accountability throughout the whole process.

b. Contact List

DC / Depot	Name	Tel. Number	E-mail
Hemel Depot	Operations Office	01442 241411	
Foods Logistics	Food Logistics	0208 7184021	Foods.Logistics@marks-and-spencer.com

c. Head Office Samples Process

Action to be taken by All Supplier's:

- Trays and Cartons to carry 2 luggage labels (one at each end). These must highlight 'Samples' plus the Supplier Trading Name and Supplier Code
- Supplier to be responsible for the Quality of all Delivery Paperwork. Supplier Paperwork must carry the following key information:
 - 'Samples'
 - Supplier's Name & Address
 - Intended Delivery Address
 - Into Depot Delivery Date
 - Into 'Store' Delivery Date
 - Total Quantity of Trays/Cases
 - 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
- 151009 - Waterside Sample Cold Chain
- 157773 - Waterside Sample Horticulture

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.

d. 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.

e. 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.

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.

f. 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 be place 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>

The following can also be used on stacks/pallets that contain transit tests (optional)

**This stack/pallet contains
Travel Tests that need to
be sent to M&S Waterside**

APPENDIX H: BEDWORTH FROZEN PROCESS

If you have any queries relating to deliveries of your stock into Bedworth or the Bedworth stock reports and M&S PODs please contact Bedworth depot Supplier Help Desk



Bedworth depot Supplier Help Desk:
Phone – **02476 354 916**
Monday – Friday (09:00 – 17:00)



Please email Graham Clark at Bedworth with your contact details for receipt of the weekly Frozen Activity Report
graham.clark@gistworld.com



M&S Foods Frozen Supply Bedworth G1

See embedded doc for full details and example of the Frozen Activity Report

Product Outer Case Label must conform to the below standard:

SUPPLIER USE ONLY <i>For supplier's use only if needed</i>		EXPORT DESTINATION		
PRODUCT DESCRIPTION product title as described on packaging + WEIGHT				UNIQUE PRODUCT BARCODE
M&S	<div style="border: 2px solid black; padding: 5px; text-align: center;"> 00123456 <small>PRODUCT BARCODE BUT NOTE THAT IT IS FORMED OF 8 DIGITS SO YOU NEED TO ADD ONE ZERO IN FRONT OF PRODUCT BARCODE</small> </div>		F10A	DEPARTMENT CODE
HANDLING INSTRUCTION FRAGILE! HANDLE WITH CARE (OR WHATEVER IS APPLICABLE)		ORIGIN <i>Where product is made</i>	UNITS <i>Number of units in outercarton</i>	
BEST BEFORE				
xx/xx/xxxx				
CONSTANT			8-DIGIT PRODUCT BARCODE	
SUPPLIER NUMBER	PRODUCTION CODE Lot Code		PRODUCTION DATE xx/xx/xxxx	

APPENDIX I: LOGISTICS & SUPPLY CHAIN RATE CARD

This document lists all charges related to the policies applicable to Food Suppliers under the Food Logistics Handbook – Chilled.

1. Equipment Charges

Charged on deliveries to depots and deducted from supplier payments

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)

For More Information...



For full details of equipment hire, charging process and KPI's see Appendix E

2. Chilled 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.

APPENDIX J: LOGISTICS DEPOT ADDRESSES AND 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 BrilIntake@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 Cumbernauld Glasgow G67 2XN	01236 727981 Cumbernauld.Intake@gistworld.com

M&S Food Logistics Handbook - Chilled

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
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

M&S Food Logistics Handbook - Chilled

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 Northamptonshire NN6 7GX.	01788 520700
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

APPENDIX K: 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

M&S Food Logistics Handbook - Chilled

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
VaMoS	Visibility and Movement of Stock – A visibility layer available to suppliers once fully onboarded with MoS principles. Allows supplier to track product movement end to end.