

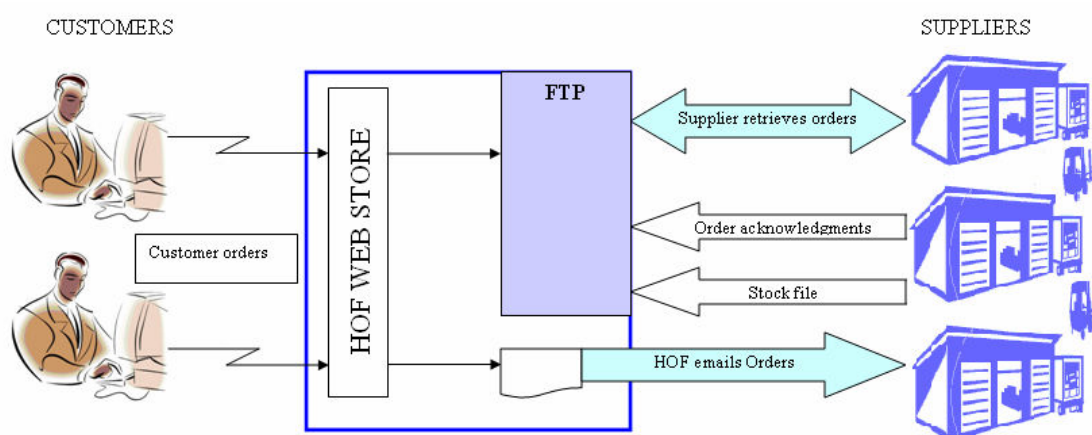
House of Fraser's Drop Ship Suppliers Frequently Asked Questions

1. What is House of Fraser's Drop Ship Suppliers service?

The Drop Ship Suppliers service enables House of Fraser to send suppliers web orders directly so that they can fulfil them using their own fulfilment channel. It also enables the supplier to send order acknowledgements and stock files back to House of Fraser.

2. How does House of Fraser's Drop Ship Suppliers service work?

The service enables the supplier to receive customers' web orders via email (see point 9) or via an FTP account in either CSV or XML formats. The supplier is then able to send order acknowledgements in CSV format that tell House of Fraser the order has been Received, Despatched, Cancelled or Refunded. The supplier is also able to send incremental stock files enabling them to control their own stock levels on the site.



3. How do I control the prices of my products?

As part of trading with House of Fraser online we ask that you take up the PPI service (please see separate PPI FAQs). This allows the supplier to send regular price files via FTP that will automatically adjust the price of your products overnight.

4. Will I receive a sales file from House of Fraser?

We can send you CSV or XML sales files on a daily basis if you are a concession supplier who subscribed to the PPI service.

5. Who runs the service?

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

6. How do I get set up on the service?

Firstly go to http://www.hofsuppliers.co.uk/info/Drop_Ship.html and download the order and acknowledgements specifications and the FTP registration form. If you have any queries or need any setup support, please contact B2B Services, either by email: b2bsupport@hof.co.uk or by phone +44(0) 1793 690300.

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

If you have not received your order or are experiencing any other problems, please contact House of Fraser's IT Service Desk, either by email: hhofis@hof.co.uk or by phone 0203 450 2957. The Service desk will assist you with any problems. For any problem which they are unable to resolve immediately you will be given a fault reference number and the problem will be passed to the B2B Services team.

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

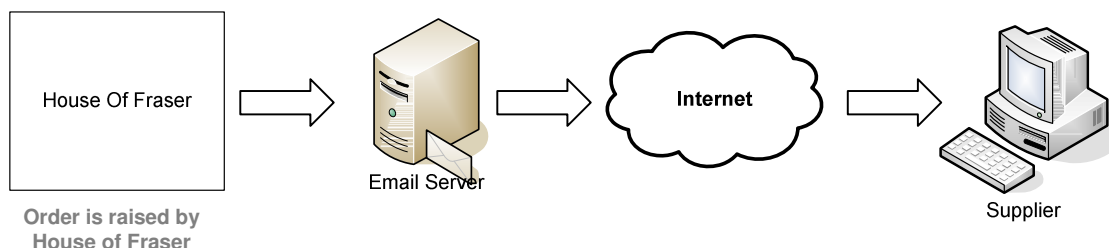
You will require the following pieces of hardware and software:

- A PC that is connected to the internet to receive order by emails or via FTP for CSV and XML
- The ability to create CSV and XML files

9. What is House of Fraser's Orders by Email service and how does it work?

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

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



If you choose to receive orders by email please note the following:

- A group email address is required (personal email addresses are not accepted)
- A printer is required to print off the purchase orders that are sent.
- The email account must be monitored regularly to ensure that order emails are processed efficiently.
- The email account should have sufficient space to cope with a purchase order being sent using an attached PDF file.
- In order to open the attached orders by email PDF you will require Adobe Reader to be setup on your PC (this can be downloaded for free from www.adobe.co.uk)