
HOUSE OF FRASER

FURNITURE HOME DELIVERY SUPPLIER PROCEDURE

A GUIDE FOR SUPPLIERS

CONTENTS PAGE

1. Supplier Booking Information.....	Page 3
1.1 Information required at point of booking.....	Page 3
1.2 Booking slot ref number.....	Page 3
1.3 Collections.....	Page 3
2. Delivery.....	Page 4
2.1 Delivery Problems.....	Page 4
2.2 Driver's paperwork must contain.....	Page 4
2.3 Physical Delivery requirements.....	Page 4
2.4 Rejections.....	Page 5
2.5 Damages.....	Page 5
3. Customer Delivery	
3.1 Damage to product at time of delivery/fault goods.....	Page 6
4. Return to Manufacturer (RTM).....	Page 7
5. Appendix 1 – Pacemaker Home Delivery Contacts.....	Page 8

1. SUPPLIER BOOKINGS INFORMATION

- Booking slots should be available Monday to Friday. Please view the Appendix 1 at the back to see all Pacemaker depots, addresses and contact details.
- All Supplier bookings should be made at least 2 days in advance of the delivery or collection time. Suppliers will call Pacemakers for a booking-in reference. Details of the order numbers to be delivered or collected must be provided 48 hours in advance.
- Suppliers delivering regularly for House of Fraser will have access to fixed booking slots. Booking slots should be increased to meet demand by mutual agreement with Pacemaker.
- Supplier deliveries that arrive on time must be promptly unloaded – this will be included as a measure within our service level agreement with you.

1.1 Information required at point of booking

- Supplier name
- Store numbers and Purchase order numbers
- Requested delivery date/time
- Number of units & number of pieces
- Manifest details (to be faxed or e-mailed to warehouse)

1.2 Booking slot ref number

- Upon obtaining a successful booking slot, you will be issued with a unique booking slot code. This must be provided on the driver's paperwork when arriving at the warehouse.

1.3 Collections

- Suppliers must confirm that they will be uplifting all their collections at the time of arranging a delivery slot.

2. Delivery

2.1 Delivery problems:

- Driver running behind – Keep the warehouse informed. We will try to accommodate, but this is left to the Warehouse Managers discretion, based on operational considerations.
- Cancelled bookings – Please contact the booking line. We may be able to offer this slot to someone else

2.2 Driver's paperwork must contain:

- Booking slot code
- HoF Store numbers and Purchase Order numbers
- HoF product description
- Carton unit quantity (product labels must show e.g.: 1 of 2, 2 of 2 relevant to that product)

2.3 Physical Delivery Requirements

All suppliers will deliver products to Pacemaker as per House of Fraser requirements:

- All products must be adequately packaged and labeled correctly as per the Supplier Manual or HoF guidelines
 - The correct mode of transport should be used to avoid toppling
E.g. Chairs should not be stacked on sofas
 - All items should have been restrained during transit – for example, blankets and straps should be used to avoid damage such as chipping, rubbing or breaking
 - The interior of the vehicle should be free of oil, grease and leaks.
 - The merchandise is to be presented upright except for beds, mattresses and on-end upholstery
 - Correctly completed delivery documentation to be included.
-
- Pacemaker may reject any delivery not complying with House of Fraser Supplier Manual or HoF guidelines.
 - The supplier delivery should be checked against the delivery paperwork to ensure the correct number of outers is on the vehicle.
 - Discrepancies to the delivery paperwork should be noted on the paperwork and a signed and stamped copy with the GRN number given to the driver as a POD. Stamp to be used by all Pacemaker depots.
A discrepancy is defined as either:
 - On load – not on manifest
 - Not on load – On manifest
 - Incorrect item received
 - Damaged item sent
 - Incomplete carton received
 - Incomplete order line received
 - Duplicate
 - Cancelled
 - Part order
 - Order not on system

Wherever possible all overs/ damages will be reloaded for return to Supplier

**Any item that Pacemaker is unable to reject upon intake, will be issued with a unique returns ref. Number and booked onto the Returns system. A rejection form detailing the fault / issue will be attached to the goods.*

The discrepancy will not be e-mailed to the Supplier, but written on the driver's paperwork. Any order rejected upon intake, that a supplier can not reload will be held by Pacemaker at suppliers own risk no responsibility will be accepted by House of Fraser for any damage or loss of these goods. Collection must be made within 7 working days
Pacemaker will endeavor to look after supplier's property but the responsibility is with suppliers that any goods can be reloaded immediately on supplier's vehicles.

2.4 Rejections

- Pacemakers may reject any deliveries or orders that have not been booked in the correct manner or where a supplier declines to collect all of their RTM's at the same time.
- Pacemakers will carry out visual checks of all deliveries and reject products where necessary. Reasons for rejection include damage to packaging, suspicion of damage to product underneath packaging, cancelled orders, part orders, incorrect items or any product delivered without documentation. This list is not exhaustive.
- If damaged product has to be accepted by Pacemakers the delivery note will be marked up as 'Subject to customer acceptance'.
- A report will be maintained of supplier compliance and passed onto House of Fraser

2.5 Damages

- Photographic evidence of unsafe loads should be recorded where possible. Cameras to be located in each Pacemaker depot. Photographs of unsafe loads should be sent to the HOF Logistics department.
- If whilst unloading product/packaging is found to be damaged and, in Pacemaker's opinion, the condition of the goods is likely to be affected, goods will be refused and returned to the supplier immediately on the same vehicle.
 - If one product within an order is damaged the whole order is returned
 - If the first several items taken off the vehicle are damaged the whole load may be rejected.
- Supplier to agree responsibility for goods accepted as undamaged by Pacemaker but then found to be damaged inside intact packaging, and where Pacemaker could not reasonably be expected to have noticed damage, when delivered to customer.
- All booking and delivery refusals should be recorded, by reason code, and communicated to House of Fraser. House of Fraser will be responsible for addressing supplier non-compliance.
- Suppliers will be measured in the following areas of Performance:
 - Accuracy
 - Order fulfilment
 - Timing
 - Presentation
 - Ticketing
 - Carrier Used

-
- Quality of Product
 - Customer Service
 - Packaging
 - RTM Levels
- Compliance reporting will be manual, non compliance measures and financial charges per measure will be confirmed by HoF.
 - It must be remembered that customers are waiting for goods and all rejections must be viewed in the best interest of the customer and within supplier compliance guidelines.

3. Customer Delivery

3.1 Damage to Product at time of delivery /Faulty Goods

- If the packaging of the goods is damaged upon arrival at the Customer's home the Customer may refuse to accept delivery.
- If the customer has inspected the packaging, and signed for it as being intact, and the product is then found to be damaged underneath the packaging the rectification or replacement and compensation will be the responsibility of the supplier.
- If the packaging is determined by the customer to be damaged at the point of delivery responsibility, other than for manufacturing fault, will lie with Pacemaker.
- If the packaging of the goods is damaged during the delivery the goods must be unwrapped and the product inspected. If the product is intact the customer should sign for the packaging as damaged but the product undamaged.

In the event of Product damage or a faulty product being identified at time of delivery:

- The delivery crew will phone the Pacemaker depot whilst at the delivery address to notify them of a House of Fraser customer with a faulty/damaged product
- The system will be updated with the relevant status code.
- A Customer Return Form will be completed by the delivery crew stating the nature of the fault/damage
- Where the product is damaged the customer, not a member of the delivery crew, will state on the POD note whether the packaging was damaged or undamaged. Where customers refuse to sign the POD note it is the delivery crew's responsibility to make sure they make a note that the customer has refused to sign the POD.
- The delivery crew will obtain a customer/customer's representative signature on the POD and the Customer Return Form with the name in block capitals clearly marking the POD that the product was faulty/damaged and is a "failed" delivery
- The depot team should inform the originating store, as soon as is reasonably practical, by telephone with a fax/e-mail confirmation.
- The customer will be left a copy of the customer return form and will be advised that originating store will be in contact
- Where Pacemaker have accepted liability for damaged product they will either agree a selling price with the store and credit House of Fraser with the cost value of the markdown or,

dispose of the goods and reimburse House of Fraser the cost value. There will be no automatic return of damaged product to Stores.

- Where damage is deemed to be the supplier's liability, or there is a manufacturing fault, the store will be responsible for obtaining a sanction to return from the supplier and raising a debit note.
- If the customer agrees to keep the faulty goods. The delivery crew will obtain a customer/customer's representative signature on the POD note with the name in block capitals clearly marking the POD note that the product was faulty/damaged and the customer accepts the product.

4. Return to Manufacturer (RTM)

- Suppliers will provide stores with sanction numbers for all agreed returns (RTMs)
- Pacemaker will have responsibility for ensuring that all RTM products are wrapped and stored in a manner to avoid further damage.
- All RTM product must be labelled with Pacemaker ref number which will state the nature of the fault or damage.
- Stores will provide Pacemaker with a supplier sanction number, a supplier name and a debit note number. A product will only be given RTM status once these are available.
- Pacemaker are responsible for ensuring that the weekly RTM report is updated with the supplier name, sanction and debit note numbers. The Contract Manager will send each supplier a weekly list of the outstanding RTMs.
- Suppliers will be expected to collect RTMs within 14 days of being notified of availability on the weekly report. Stock held greater than 14 days needs to be monitored and assessed twice a year by HoF.
- Suppliers will be expected to book all collections in advance and Pacemaker will ensure that booked RTMs are available at the time of the delivery.
- The Supplier's driver must present collection notes to Pacemaker when checking in. If the driver refuses to present the collection notes, or effect the collection Pacemaker will contact House of Fraser and may refuse the delivery.
- If Pacemaker refuses a collection (i.e. stock cannot be made available for collection by Supplier despite a booking) the supplier's collection note should be endorsed by Pacemaker 'Goods not available'.
- All product(s) will be returned to Manufacturer with a copy of the signed collection note
- Returns will be clean, palletised securely and wrapped with cling wrap.
- Pacemaker will be liable for the condition of RTM product held in the depots. Any change in the condition of the goods from the time they are collected from the customer, as described on the CRF, until collection by the supplier should be discussed between Pacemaker and the supplier.
- To recover the cost of collection & delivery for suppliers RTM, House of Fraser will charge all supplier a compliance fee of £102.00 plus Vat in respect of any order exchanged.

APPENDIX 1 – **Pacemaker Home Delivery Contacts**

Depot	1635 - Pacemaker – Southall
Address	Units 12 & 13 International Trading Estate
	Southall, Middlesex
	UB2 5LF
Booking Contact	Gavin Ferris
Tel	0208 574 2400
Fax	0208 813 8042
Email	lucy.walford@nightfreight .co.uk

Depot	1636 - Pacemaker – Edmondson's
Address	Edmondson & Sons
	Southgate
	White Lund Industrial Estate, Morecombe
	LA3 3PB
Booking Contact	James
Tel	01524 382211
Fax	01524 60729
Email	james@edmondsonfreight .co.uk

Depot	1637 - Pacemaker – Ballard
Address	Ballard Removals Ltd
	Ballard Lodge, British Fields
	Ollerton Road, Tuxford
	NG22 0PQ
Booking Contact	Matthew Ballard
Tel	01777 871090
Fax	01777 872400
Email	matthew.ballard@ballards-move.co.uk

Depot	1638 - Pacemaker - Peter Graeme
Address	Unit 56
	Westfield North Courtyard
	Grayshill Road, Cumbernauld
	G68 9HQ
Booking Contact	Alex
Tel	07795848901
Fax	
Email	admin@peter-graeme.co.uk