

Entertainment Working Together

Sainsbury's Supermarkets LTD

November 2009

Working together

Introduction

At Sainsbury's we aim to deliver an ever-improving quality shopping experience for our customers, with great products at fair prices. We have started on the journey towards making Sainsbury's great again. We have begun our journey by fixing the basics, and will accelerate 'through getting better every day' as we aim to achieve our goal.

Through listening to feedback, we know that suppliers can find our many rules, guides and processes complex and confusing. This can lead to disputes, unnecessary administration costs on both sides, and delays to payments. To put this right, we are pleased to be publishing the first version of the Entertainment working together handbook which I am sure you will find useful in continuing to improve the efficiency of our trading relationship. The benefit to you is that as long as you work within this framework, it will make it easier for us to get you the money you expect, when you expect it. We will benefit from operational consistency, reduced handling costs, and increased product availability.

This handbook does include compulsory requirements, but is intended to provide a general summary rather than a complete account of our requirements.

The information in this handbook does not replace the law and rules that set standards for products. It is your legal responsibility to make sure that your products meet the conditions of those laws and rules. If you are not sure about how to follow any laws or rules, you should get independent legal advice.

The most up-to-date version of this handbook can be requested from the UK buyer or the Supply Chain contact.

I hope you find this guide useful and look forward to a successful trading relationship.

Richard Crampton
Acting Head of Entertainment

Version control

<u>Version</u>	<u>Date released</u>	<u>Compulsory update</u>	<u>Changes</u>
0.1		No	
0.2	12/11/09	No	Section 4.1 detail on CFE, Section 7.3 and 7.5 additional detail on CFE

Version: All versions that require compulsory updates will be given a version number that is whole. E.g. 1,2,3 etc. All non-compulsory updates will be given a sub-version number. E.g. 1.2, 1.3, 1.4, etc

Date released: The date the version or sub-version is released to suppliers. All updates will be applicable from this date unless otherwise stated.

Compulsory Update: Compulsory updates will be either legal, statutory or significant changes to ways of working.

Changes: Listing of all top level changes that have taken place since previous version.

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1.0 Purpose of this document

The purpose of this document is to set out Sainsbury's Standard Operating Procedures for supplying goods to the Entertainment Department.

It is important that all relevant people in your organisation read the Standard Operating Procedures, and follow the procedures and guidelines that are set out. This will contribute towards a healthy working relationship that is beneficial to both parties.

1.1 Confidentiality

This document and its contents remains the property of Sainsbury's Supermarkets Ltd and as such must be regarded as confidential. The contents must never be disclosed to any other party either in part or in whole without the prior written consent of Sainsbury's Supermarkets Ltd, except to the extent that the Supplier may be required to do so by law or a court order.

1.2 Copyright

The copyright of this document belongs to Sainsbury's Supermarkets Ltd and no part shall be reproduced without Sainsbury's Supermarkets Ltd's written permission.

1.3 Contact details**Registered office address – United Kingdom**

Registered office
Sainsbury's Supermarkets Ltd
33 Holborn
London EC1N 2HT
United Kingdom
Registered number 185647
Switchboard: (0044) 020 7695 6000
Fax: (0044) 020 7695 7610

1.4 Websites

Commercial website: www.sainsburys.co.uk
Corporate website: www.j-sainsbury.co.uk
Supplier info website: www.sainsburys.co.uk/sid

2 ABOUT SAINSBURY'S

2.1 Company Overview

J Sainsbury plc consists of Sainsbury's – a chain of 509 supermarkets and 276 convenience stores – and Sainsbury's Bank.

Sainsbury's Supermarkets Ltd is the UK's longest standing major food retailing chain, having opened its first store in 1869. The Sainsbury's brand is built upon a heritage of providing customers with healthy, safe, fresh and tasty food. Today it differentiates itself by offering a broad range of great quality products at fair prices with particular emphasis on fresh food, a strong ethical approach to business and continuous leadership and innovation.

Products are improved and developed to ensure the company leads in terms of the ingredients used and integrity of sourcing. A large Sainsbury's store offers around 30,000 products and an increasing number of stores also offer complementary non-food products and services. 165 stores operate an internet-based home delivery shopping service.

We are improving the development of non-food ranges following the same principles of quality, value and innovation and to provide a broader shopping experience for customers.

Entertainment products which include, DVD, Music, Books, and Games, can be found in 540 Sainsbury's stores to date. We aim to work with our partners to provide the customer with the most compelling offer.

2.2 Sainsbury's Online

We are launching an extended online offer in 2009 across a number of non-food ranges. These will be delivered direct to customers using a number of distribution channels; fulfilment centre and drop ship vendor (DSV).

3 Managing Your Account with Us

Paperwork and proof of deliveries

3.1 Depot deliveries

All delivery paperwork must include the details outlined in section 9.2; 'Getting it right – delivering to the Depots'.

All paperwork associated with deliveries to Technicolor depot should contain the following information:

The delivery note number, Technicolor booking reference number, Sainsbury's Order number, and Sainsbury's supplier number should be prominent so they can be identified at the depot.

1. Invoices will be matched by the supplier's delivery note number (**which must be an 8 digit numeric code**), and Order number.
2. These numbers must be quoted on invoices (supplier number, order number, and delivery note number) so the supplier can be paid.
3. Stock will be received by the depot and a pallet check will take place. If the correct number of pallets is received then the delivery note will be stamped clearly with 'PALLET CHECKED'. Any discrepancy will be marked clearly, for example, '1 pallet short'. **PALLET CHECKED DELIVERY NOTES WILL NOT BE ACCEPTED AS PROOF OF DELIVERY.**
4. Proof of delivery paperwork will be held by the depot for detail checks on stock delivered after the supplier has left the depot.
5. Once detail checked the receiving depot will sign and stamp the supplier's delivery note to provide a proof of delivery (POD) if required. Any rejection will be marked with the reason, for example, '10 cases rejected as damaged'.
6. If a delivery is found to be short of the expected volume you will not be paid for that shortage. In such instances where deliveries received by Technicolor are shown to contain discrepancies, [the](#) Technicolor Stock Control team will communicate by E mail within a 24 hour period to the respective contact/s the following information;
 - Delivery Note Number
 - Product Description
 - Barcode

- JS SKU
- Quantity Advised
- Quantity Received
- GRED Number (Technicolor Delivery Discrepancy Reference)

These discrepancies will include but not limited to, shortages, sent in errors and overages.

7. We will not pay for goods above the value of the purchase order. Any adjustments will be shown on all paperwork.

You must provide a detail checked POD so we can process any Invoice queries, in the instance of dispute. See next section for obtaining these POD's.

To avoid payment delays, invoices must match the delivery location (currently always 5010011050102), delivery note number and value.

KEWELL (Web EDI) SUPPLIERS ARE UNABLE TO CHANGE THE LOCATION CODE.

4 Queries and disputes

4.1 Price disagreements

We attempt to reduce the amount of cost price disputes through Cost File Exchange (CFE). Cost File Exchange is a system through which cost prices extracted from a supplier's invoicing system are compared to cost prices held in the Sainsbury's RMS system *before* delivery of those goods.

Implementation and correct use of Cost File Exchange will eliminate cost price debits and enable your organisation and Sainsbury's to focus our resources away from the administrative tasks that incorrect cost prices generate. Having 100% accurate cost price data will mean that your organization is always paid to terms and in full.

Any disagreements about cost price must be taken up with either the buyer or our supplier queries team, depending on your trading contract agreement.

Any disagreements taken up with Supplier queries about cost price must be recorded within three months on a standard price-query template and sent to supplierqueries@sainburys.co.uk (you can get template spreadsheets from our queries team). When sending the e-mail, please write 'price queries' & the relevant supplier Alpha code in the subject box.

All price disagreements must be supported by a 'Sainsbury's supplier cost agreement form'.

All suppliers must contact cfe.team@sainburys.co.uk for help with signing up to using CFE.

4.2 Quantity debits or proof of delivery (POD) debits

We can only reverse quantity or POD debits if we receive a signed and stamped **detail checked POD** to confirm the invoiced value was correct. Any pallet checked POD will not be acceptable.

All queries and POD's must be sent via post or email, including your supplier Alpha code, to;

- supplierqueries@sainburys.co.uk

You can also speak to a member of the supplier queries team on;

- **0845 603 6287**

PODs must be provided so we can investigate queries.

All PODs relating to queries must have the number of the debit note you are querying written on it, and should be posted to:

Queries team
Business Accounting Systems
33 Holborn
London
EC1N 2HT

We must receive any queries within three months of the date of the debit note. We will then turn around these queries within 4 wks.

Do not transmit invoices that do not relate to cost of goods. Any amendment invoices must be sent to supplier queries with an explanation of why the document has been raised.

Please note that we cannot deal with any queries that do not follow these principles.

4.3 How do I receive my PODs back?

POD's are held by Technicolor (our depot team). If you require a POD then please make this request with Technicolor on the below;

- E-mail: booking.rugby@technicolor.com
- Tel: +44 (0)1788 821151

Please ensure that any POD requests are made within 14 days of delivery date and you quote the Technicolor booking reference number to aid a quick return.

5 Invoicing

5.1 Matching invoices

You must send all invoices to us through EDI. We do not need paper invoices and will not process them.*

We match all invoices for depot deliveries using a Delivery Note number (this must be an 8 digit numeric code) and a Sainsbury's order number, invoices must quote these numbers. All invoicing must be for confirmed deliveries and quantities only. We must receive invoices per supplier not distributor and invoices should be sent per delivery not per order. Invoices must be in an electronic format. Invoices submitted must be load specific – 1 invoice to 1 delivery note.

EDI invoicing provides the following benefits;

- Guaranteed delivery of EDI invoices to Sainsbury's.
- A complete audit of invoices we receive.
- Removing paper from the payment process.
- We can process invoices automatically, which will help us to pay under agreed terms.

EDI invoices must be sent after the delivery date, and must show the actual goods received by our store or depot.

A web based EDI solution is available for suppliers who do not have a traditional EDI system. This means that you can receive orders, and return invoices for payment electronically by using the internet. Please remember that EDI is a standalone system and is not a part of your accounts system.

For more information about EDI, see Section 7 or visit the SID website and select 'info' and then 'selected'. Or, phone supplier queries on 0845 603 6287 or e-mail supplierqueries@sainsburys.co.uk.

You must make sure you are putting your DELIVERY NOTE number in the DELN field on your EDI file. This must be an 8 digit numeric number.

You must make sure you are putting your purchase-order number in the purchase order field on your EDI file.

(You can find this in the ODD segment, ORNO element of your EDI file.) **This MUST BE an 8 DIGIT NUMERIC NUMBER OTHERWISE EDI FILES WILL BE REJECTED**

You must tell your local HM Revenue and Customs office that you will be sending invoices through EDI. They may want to check your invoicing system (EDI), VAT and audit controls.

5.2 EDI rejections

Please be aware of the EDI invoice validation rules. We will reject EDI invoices for the following reasons;

- Common Reference Format (CRF) – when a supplier is using the wrong delivery note format.

- Invalid Product codes (PRD - Product Reference Data) – if the product code (TUC) is not setup in our system
- Location Code (LOC) – if the supplier doesn't use a location code or uses an invalid code
- Date (DAT) – if a supplier is pre-invoicing and sends in invoices with future dates
- File Balancing (FB) – if a supplier has sent in a file and the file amounts do not add up correctly
- Document Balancing (DB) – if a supplier's invoice does not add up correctly.
- Sequencing (SEQ) – when a file is received out of sequence.
- Incorrect Decimal Places – Cost prices need to be to 2 Decimal places

We will send all suppliers an automated email if we have to reject something.

5.3 Manual invoicing

* If you have been asked to send a manual invoice for business critical reasons then we require the following information on the manual invoice;

- Supplier Alpha code
- Sainsbury's Order number
- Depot booking number
- Delivery Note number (this must be an 8 digit numeric code)
- Sku level order detail (including Sku number, product description, volume delivered, Cost Price)

This invoice is to be e-mailed to;

- gm.invoice@sainsburys.co.uk

5.4 Debit Notes

We will not pay the full amount for invoices, which are too high compared to the quantity we have received, or if the invoiced price is higher than our price.

We will raise a POD debit for the value of the entire invoice if there is no store or depot receipt. We will raise debit notes for all returns from store and depot

We will issue debit notes as soon as they are raised to give you immediate notice. If you have any questions, please e-mail supplierqueries@sainsburys.co.uk.

5.5 Payment terms

Our finance division deal with payment terms and any early-settlement discounts.

We will pay all suppliers in line with the standard payment terms or an agreed equivalent. We will pay BACS on the last day of the month following the month of the invoice, with cleared funds being in your bank account within two working days of this date. For example, we will pay invoices dated 1 to 31 March on 30 April, with cleared funds in your account by 2 May.

It is our policy to pay all due funds which are not in dispute under the agreed payment terms. Commencement of payment starts from invoice date or receipt of goods, whichever is later.

5.6 BACS, deductions and remittance advices

All our payments are by BACS, and we will supply a remittance in one of the following formats.

- Using our Trading Finance Platform (you will be able to download a copy).
- By fax to your designated number.

Deductions are referenced as follows;

Customer complaints (CARES)	Always start with a 2 or 3 and six digits long 2_ _ _ _ _ or 3_ _ _ _ _
Fixed deals	Fixed deals start with FD and have five digits FD_ _ _ _ _
Retro promotions	Retro promotions start with RP and have four digits RP_ _ _ _
External delivery notes	EDNs have various invoice references 1_ _ _ _ _ EDN_ _ _ _ _
Invoice matching	Goods for resale deductions – created by our payment system DB_ _ _ _ _
Primary distribution	Goods for resale deductions – manually generated JSCZ_ _ _ _ _ Generated through the Emptorius system PD_ _ _ _ _

6 Promotional income and collecting income

6.1 Collecting income and debts

If you are a supplier and do not have enough money to pay for a deduction against you, you must, after being told to, pay the amount due within seven working days. You should make any invoice queries immediately, so you can avoid having to pay any unnecessary interest

If you do not pay any money you owe, we have the right to charge interest at 3% above the Bank of England base rate. This interest shall accrue daily until the day you pay.

When you agree trading promotions and deals, our company policy is to take these amounts from future payments we make to you. We will send you a VAT invoice showing the promotion (for example, the products involved, the trader and the promotion dates) when we are going to make a deduction. If we cannot deduct the promotional income invoices from your account by the next payment date, this will be reviewed by the Accounts Payable team and may be passed to the Credit Control team for immediate collection. Any suppliers who are contracted to pay promotional income direct to us must agree to our credit account payment terms.

Please contact the credit control team on 0207 695 3252 for more information. If you do not agree with the invoice, please e-mail Internal.revenue@sainsburys.co.uk within 14 days of date of the invoice.

6.2 Deals

We will generally deduct amounts for deals immediately after producing the VAT invoice. The timing can differ dependent on when the invoice is raised. We produce and post invoices as follows.

- Fixed deals: Daily
- Complex deals: Daily
- Retro promotions: Weekly

6.3 Complex deals (overrides and guaranteed deferred bonus)

If a Business Development Incentive (BDI) agreement has been agreed, our trader will contact you before the end of your current agreement. We will send you an invoice based on the agreement set out in the BDI.

6.4 Electronic statements

From time to time, we may ask you to send us electronic statements.

7 Systems information

7.1 EDI (electronic data interchange)

We use the electronic data interchange to automatically communicate business transactions between systems of companies and organisations. It is computer-based technology that allows businesses to organise specific transactions and exchange them electronically, using agreed messaging standards.

It is used to:

- place orders;
- pass on delivery information, such as advanced shipment notices and receipt confirmation;
- check the accuracy of prices; and
- receive invoices.

We use two kinds of EDI – ‘traditional EDI’ and ‘web EDI’. Our traditional EDI is on the GXS network, which uses the Tradacoms standard and some EANCOM standards of messaging between us and our suppliers.

You must be linked to EDI. You must not send us any paper invoices unless specifically requested by EDI queries team on EDI.Queries@Sainsburys.co.uk

We send or receive the following EDI messages.

- Contingency files **ORDHDR – TRADACOMS VERSION 9**
- Forecast files **PPRHDR TRADACOMS VERSION 2**
- Non-perishable file **ORDHDR – TRADACOMS VERSION 9**
- Non-perishable forecast files **PPRHDR TRADACOMS VERSION 2**
- Shipping files **ORDHDR – TRADACOMS VERSION 9**
- Confirmation of receipts (CORs) files **DLCHDR TRADACOMS VERSION 4**
- Advanced shipment notices **DESADV EANCOM VERSION D96A**
- Invoices **INVFIL TRADACOMS VERSION 8 or 9**
- Cost price files **PRIHDR TRADACOMS VERSION 8**
- **or PRICAT EANCOM D96A**

You need a 13-digit Global Location Number (GLN) to send us electronic messages.

You will need to be connected to the GXS, BT or IBM EDI networks or a network that can interconnect to one of them, to send and receive traditional EDI messages.

There are detailed technical details of all of the EDI messages at: http://www.sainsburys.co.uk/SID/info_edi.htm

7.2 Web EDI

Web-EDI is a tool we provide to suppliers who do not have their own traditional EDI systems. We developed this to help smaller suppliers without EDI to carry out business transactions with us free of charge. We may pass the fee onto larger suppliers who choose to use this tool. To use web-EDI, you need a computer and access to the internet. We will then give you a log-on user name and password to access orders.

This system can be used to send out orders and forecast files, as well as send invoices and advanced shipment notices.

For more details, please visit www.sainsburys.co.uk/SID/info_edi.htm

7.3 Exchanging price files - EANCOM D96A

EDI cost price files should be transmitted at least once a week (normally a Monday) and contain all cost prices for live lines for the following Sunday to Saturday. Price files should be sent as early as possible in the week once all price negotiations have been completed. The file should be sent a second time (normally a Thursday) to pick up any changes. The supplier will receive an automated e-mail with details of lines that have been rejected, such as incorrect TUC codes, invalid dates, incorrect costs and so on. The supplier must make sure that they contact the relevant trader to review and resolve these errors. Once they have agreed costs, we must amend the errors and submit the CFE file again.

7.4 Invoices - INFIL - TRADACOMS VERSION 8 or 9

EDI invoices should be transmitted once delivery quantities have been confirmed. Invoices should be transmitted every day to make sure invoices can be processed and payment terms met.

7.5 Cost-price file exchange (CFE)

We must receive a weekly file via EDI confirming the cost of the current lines for the next Sunday, plus any future prices within that week (Sunday to Saturday). This will reduce the number of queries we receive and help us to meet the payment terms. Exchanging cost files drastically reduces the number of cost price queries by highlighting issues before invoice matching takes place.

- Send a weekly EDI file every Monday containing cost prices of current live Sainsbury's lines only for the date range of the following Sainsbury's trading week (Sunday to Monday).
- Send that file for a *second time* every Thursday at 4pm.

All suppliers must contact cfe.team@sainsburys.co.uk for help with signing up to using CFE.

For more information, log on to www.sainsburys.co.uk/sid/info_edi_price_file_ex.htm

8 Purchase orders

Depots check delivery quantities against purchase orders & delivery note numbers & booking numbers.

- We send orders to suppliers through EDI. The purchase order number along with the Technicolor Technicolor booking reference & the 8 digit numeric delivery note number must be quoted on all delivery documents.

- Any expected problems must be reported to the supply chain contact immediately.
- Sainsbury's reserve the right to reduce, amend, or cancel orders if they cannot be fulfilled. A Sainsbury's supply chain colleague will inform the supplier of these changes.

If you have any questions about orders made through EDI, e-mail SCCentralSystems@sainsburys.co.uk or phone 0845 603 6279.

Any product delivered above the PO will be rejected.

We will reject product substitutions unless they have been agreed beforehand with the Sainsbury's Buyer & Supply Chain contact and the PO has been amended.

Any product delivered without the correct commodity-level paperwork may be rejected.

If you are using another operator, it is the supplier's responsibility to provide the correct paperwork.

If the product is rejected at the depot, you will have to pay the costs resulting from this.

9 Inbound Specifications

These specifications are intended to clarify the Sainsbury/Technicolor Distribution Services Goods Inwards requirements on all vehicles delivering to TDS Rugby. Any variations from the specification must be agreed with Technicolor Distribution Services operational management team.

Failure to comply with these specifications could result in the delivery or load being refused.

9.1 MAKING A BOOKING

All vehicles delivering to the Rugby site must be booked in with the Goods In Scheduler prior to their arrival:

- E-mail: booking.rugby@technicolor.com
- Tel: +44 (0)1788 821151
- Time: 09:00-16:45 Monday-Friday

In order to secure a favourable booking slot, bookings should be made 48 hours in advance. Where you deliver on a daily basis it may be beneficial to request a daily delivery slot.

Suppliers must send comprehensive delivery documentation in electronic booking form format prior to the vehicle arrival. If known, this 'pre-alert' should be sent when requesting a booking. The following information is required when making a booking.

- Supplier Name
- Carrier Name
- Contact Information for Supplier/Carrier
- Client Name
- Client Purchase Order Reference/ASN
- Pallet Quantity
- Product Type

Following the issuing of a booking slot the supplier will provide, via email (booking.rugby@technicolor.com), full details of the delivery using the standard Advanced Shipping Notification (ASN).

Note: All pallets must be marked up with the pallet numbers advised in the ASN.

Once a booking slot has been assigned the Goods In Scheduler will be issue the Supplier with:

- Technicolor booking reference
- Delivery Date
- Delivery Time
- Delivery Address

The frequency and availability of booking slots is regularly reviewed and we will always work with suppliers to try to accommodate deliveries in the most efficient manner.

Please ensure any booked deliveries that are running early or late are notified as soon as possible to minimize disruption to the schedule. Failure to arrive within 30 minutes of a confirmed booking time could result in the delivery or load being refused or unloading delayed.

Technicolor will not handle vehicles that arrive without a pre-booked time slot, day, Technicolor Technicolor booking reference, and a valid PO that covers exactly the quantity of cases/units that a supplier is delivering.

DELIVERY DOCUMENTS

9.2 Getting it right – delivering to the Depots

9.3 General conditions

Our delivery procedures and processes will allow depots to receive products more accurately, improving availability and payment processes. You should meet the following standards for deliveries to all depots.

9.4 Paperwork Requirements

Printed delivery documentation must also be supplied with all goods on arrival. The documents must include the following:

- Paperwork must only have one PO per page
- Purchase Order specific paperwork to accompany each depot delivery.
- Two carbon copies for each delivery (the supplier will keep an extra copy)
- Supplier name, alpha code, address, and contact details
- Technicolor booking reference number
- Date and delivery destination address of the Sainsbury's depot.
- Sainsbury's purchase order number **(in bold)**
- The delivery note number **(in bold)** which must be a unique number up to 8 numerals (this must be a numeric code only)
- Product details – DCP and SKU code, product description and volume (in DCP order)
- Product barcode
- Total number of pallets
- Unique pallet identification
- Space for haulier and supplier signatures
- Space for depot stamp (10 centimetres x 4 centimetres)

Please find the recommended paperwork template overleaf:

9.5

Supplier Name			Delivery Note Number					
Supplier Alpha Code			Delivery Date					
Supplier Address			Purchase Order Number					
			Technicolor booking reference					
Delivery Depot								
Delivery Address								
Product Code			Product Description			Quantity		
DCP	SKU	EAN				Ordered	Despatched	Received
Total Pallet Quantity			Total Case Volume					
Unique Pallet ID's			Haulier Signature					
			Supplier Signature					

9.6 PACKING AND PRESENTATION

Pallet Specification is as per Euro Standard: **1200mm x 800mm**

The maximum combined height of pallet & goods must not exceed **1400mm**

The maximum weight of a pallet is **1000kg**

Goods must be single title per pallet unless pre arranged at time of booking.

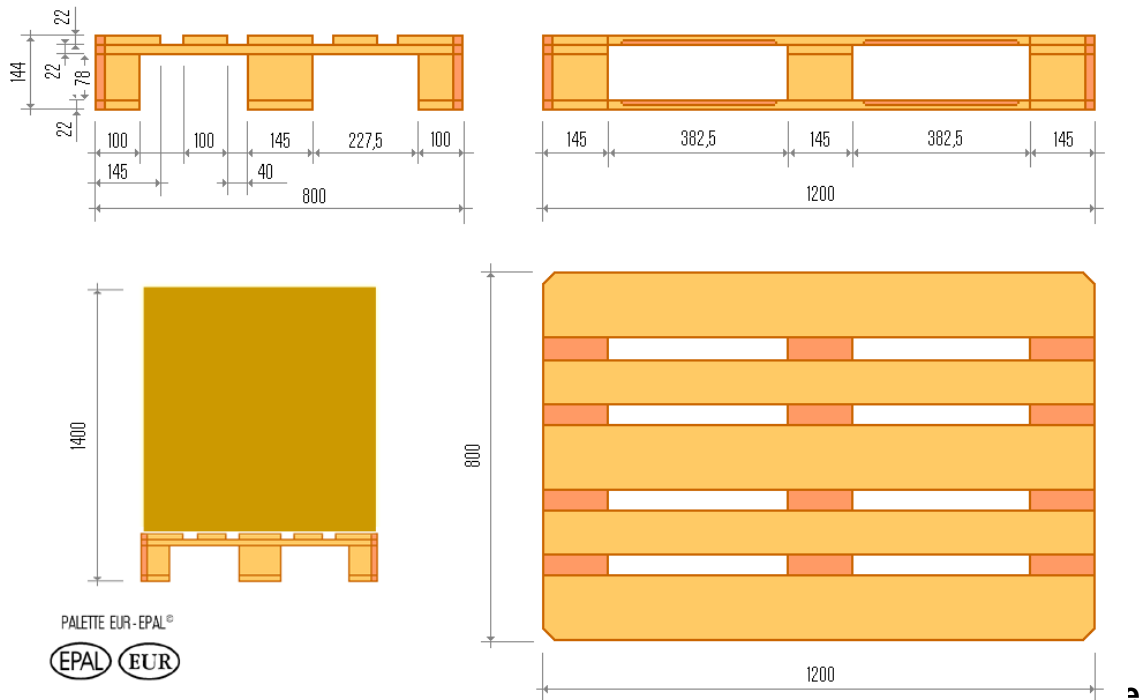
Goods must NOT be layered with mixed products

All pallets must be of good quality, the bottom deck should be arranged as to present a level bearing surface and be compatible with pallet truck usage

Part boxes must be situated on the top of the pallet and be clearly marked as part boxes.

Goods must also be secured to the pallet with shrink-wrap / strapping and must not exceed the stated overall pallet dimensions

The number of items per carton and the number of cartons per layer must be uniform for the entire life cycle of the product



All stock qualities under the layer level of a pallet can have more than one SKU on the same pallets i.e. mixed, however all quantities over a pallet layer level must not be mixed but can be doubled stacked or multi-stacked up to a maximum of 5 pallets per stack. Pallets must be marked as mixed and must be labeled with a breakdown of all products and quantities contained on the pallet
Product for a single SKU/Title is not to be mixed across pallets

9.7 PACKING AND PRESENTATION

All CARTONS and PACKS must be labelled on the shortest side with:

- Item Number
- Item Description
- Item Barcode



- Client (studio) name
- Purchase Order number
- Customer specific / Batch / Variant information
- Quantity in Carton
- Manufacturer / Supplier Name

All PALLETS must be labelled on at least two adjoining sides with:

- Item Number
- Item Description
- Item Barcode
- Client (studio) Name
- Purchase order number
- Customer specific / Batch / Variant information
- Quantity on pallet
- Booking Ref, Date and Time



9.8 INFORMATION FOR DRIVERS

- Drivers must quote a valid Technicolor booking reference upon arrival, failure to do so may result in load being refused
- Keys must be handed in before a member of Technicolor staff will offload a trailer
- A high-visibility vest or jacket must be worn at all times whilst on site
- There are no on site refreshment facilities for drivers. If required, drivers must request use of WC and will be accompanied whilst inside the building.
- If the Fire Alarm sounds, proceed on foot to the meeting point near the Goods In Gatehouse and remain there until given the all clear
- Drivers are not permitted to smoke whilst on site
- Unauthorised overnight parking on site is forbidden
- Collections or backloads are not permitted from Goods In
- Drivers are permitted to witness the offloading of their vehicles. They must stand in the allocated area.

9.9 CLAIMS PROCEDURE & NON-CONFORMANCE

On receipt, Technicolor will confirm the number of pallets received. The driver will be asked to counter-sign the delivery paperwork if there is any variation to the advised pallet quantity (this will not be accepted as a POD).

At the earliest opportunity the goods are split down and checked to ensure the correct goods and quantities have been sent and for any obvious damages.

A report highlighting any shortages and damages found on the load will be notified, via e-mail, to the supplier within 24 hours of receipt of the goods.

In the event of any issues arising from non-conforming deliveries, reference should be made to the Technicolor Distribution Services Operations Management Team and Sainsbury's.

Deviation from this process must be agreed in writing prior to delivery

9.10 ADDRESS & SITE ACCESS



Technicolor Distribution Services
Cosford Lane
Swift Valley Industrial Estate
Rugby, Warwickshire,
CV21 1QN