

Dear Sir / Madam

I write to inform you about our plans to implement a new business systems package (SAP) in January 2011. Our new fully integrated SAP system will totally replace all our existing central merchandising, supply chain, warehouse and financial systems, and will provide the necessary front end support to our existing point of sale and web shop systems. As a result of this major system change, a number of fundamental business processes will also be changing particularly in the way that we work and communicate with our suppliers. Some of you may already be familiar with the SAP system as it is used worldwide by many different types of industry. It is an end to end system that demands good process disciplines including the accurate and timely input of data. To help us achieve a smooth transition to SAP I would like you to help us on three specific items:-

**Product Information Requirements**

1. I have attached a spreadsheet to the email version of this letter requesting data from you regarding product and pack codes together with information relating to dimensions and weights. Up to now we have used our own internal system for generating article numbers for outer cases (cartons) and inner packs (store distribution packs). In the past we have sent out labels to our suppliers requesting them to be applied to both internal packs and cartons as advised. With SAP we will now be in a position where we can capture and use the manufacturers barcodes, and as such the current practice of issuing QD codes will cease.
2. On the attached spreadsheet you will find a list of all the products we believe you currently supply to us. Please would you add and check the following information and return the spreadsheet to us by 23<sup>rd</sup> December 2010:-
  - a. The regular email address we should use to send purchase order details to
  - b. A contact phone number for the office

**Retail Pack (An Each – As purchased by the customer)**

- c. The EAN code on the retail pack
- d. The type of code. In most instances this will be EAN but could be UPC
- e. The height, depth and width of the product in cms
- f. The weight unit of measure (Kg, g, l or ml)
- g. Net Weight as per the weight unit of measure (ref point 'f' above)



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h. Gross Weight as per the weight unit of measure (ref point 'f' above)

Inner Store Pack (Inner packs within the outer distribution pack/Carton)

i. The EAN code on the inner store pack

j. The type of code. In most instances this will be EAN but could be UPC

k. The number of retail units within the inner pack

l. The height, depth and width of the product in cms

m. The weight unit of measure (Kg, g, l or ml)

n. Net Weight as per the weight unit of measure (ref point 'l' above)

o. Gross Weight as per the weight unit of measure (ref point 'l' above)

Outer Distribution Pack (Carton)

p. The EAN code on the outer pack

q. The type of code. In most instances this will be EAN but could be UPC

r. The number of retail units within the outer pack (i.e. number of inner packs within an outer pack x number of retail units within an inner pack)

s. The height, depth and width of the product in cms

t. The weight unit of measure (Kg, g, l or ml)

u. Net Weight as per the weight unit of measure (ref point 'r')

v. Gross Weight as per the weight unit of measure (ref point 'r')

3. The spreadsheet should be sent via email to [saplaunch@qdstores.co.uk](mailto:saplaunch@qdstores.co.uk), or if this is not possible please send to the SAP Coordinator, QD Stores Ltd, 1 Cherry Lane, Anglia Square, Norwich NR3 1WA

## **Deliveries into Warehouse**

We would like to inform you of some important requirements relating to the delivery of goods into our Snetterton warehouse with effect from 24<sup>th</sup> January 2011. Please read and comply with the QD supplier delivery specification. This can be found on the QD website at <http://www.qdstores.co.uk/corporate/oursuppliers.asp>

### **1. You must fully comply at all times to the following:-**

- a. A booking reference must be obtained at least 48 hours before delivery
- b. One purchase order per truck
- c. All bar codes (on products, inners and outers) must have been previously communicated to our Trading Support team at least 48 hours prior to delivery
- d. All outer cases (cartons) must have a clearly visible and readable EAN 128 or ITF code
- e. All inner cases (packs) must have a clearly visible and readable EAN 128 or ITF code
- f. All pallets must be securely wrapped and must not exceed a height of 1.8m
- g. The delivery documentation must be in the same sequence as the purchase order and quote the relevant QD item codes
- h. Pack sizes must always be exactly the same as that quoted on the purchase order and as set up on our product master file (check with the QD Buyer if in doubt)
- i. There must be no hand written amendments on the delivery documentation
- j. All UK deliveries must be on good quality 4-way 1000x1200 pallets

QD reserve the right to refuse goods where suppliers have failed to comply with any of the above points.

### **2. Ideally we would also like you to comply with the following guidelines:-**

- a. 1 product per pallet
- b. Do not split products across multiple pallets
- c. If Point 'a' above cannot be sensibly achieved, then layer different products on the same pallet with paper or cardboard dividers
- d. An ASN (Advanced Shipping Notification) should be sent into the QD warehouse at least 48 hours in advance of the delivery to [goods-in@qdstores.co.uk](mailto:goods-in@qdstores.co.uk)

## Invoicing

Finally we ask you to comply with the following requirements when preparing and communicating invoices:-

1. Always quote the QD purchase order number on any invoice sent to us
2. The sequence of products listed on the invoice must be in the same sequence as listed on the purchase order you received from us
3. All products listed on the invoice must show the valid QD code as quoted on the purchase order
4. Submit only 1 invoice per order
5. Multi invoices must always be accompanied with a summary sheet on top
6. All invoices must be sent to: Accounts Payable, QD Stores Ltd, Westbridge House, Hyson Green, Nottingham NG7 5DS (Email address: [accounts@wbig.co.uk](mailto:accounts@wbig.co.uk))

I thank you for giving your prompt attention to above requirements and I would like to stress the urgency of returning the completed product spreadsheet by the 23<sup>rd</sup> December 2010. A final reminder that our planned **'Go Live' date is 24<sup>th</sup> January 2011**

Yours sincerely



**Chris Jacks**

Director, QD Stores Ltd.