

NISA Specific Network Guidelines

September 2021

Supply chain

Placing orders

Orders will be placed by fax or EDI indicating delivery day in line with the agreed lead-time.

Ambient goods will be given a delivery day and time which is indicated on the purchase order. This must happen on each occasion an order is placed from Nisa.

Chilled goods will be given their delivery time/times prior to receipt of first order. Permanent slots can only be changed with prior agreement with the depot.

Suppliers who deliver stock held lines on Chill products are responsible for arranging booking times with the relevant depot in line with the delivery date indicated on the purchase order, at least 24 hours prior to the booking time. This must happen on each occasion an order has been received from Nisa.

The distribution centre must be notified of any stock shortages prior to the delivery on the day of delivery. If a supplier is unable to provide the full order on one delivery, resulting in a balance order later in the day, it is imperative the suppliers communicates this situation to the depot prior to the first delivery.

If the delivery date cannot be met, the supplier/haulier must inform the relevant Nisa stock controller and DHL booking in clerk on 01724 273760.

All product substitutions must be agreed with the relevant Nisa stock controller prior to delivery. Ensure that the Ti Hi configuration (number of cases on a layer and pallet height) is the same as agreed with the NISA stock controller when the account was set up.

Balance orders will not be accepted unless the Nisa stock controller has agreed it prior to delivery.

Purchase order numbers

When we place an order with you, we'll give you a unique identifier for the order, we call this a 'purchase order number'. You'll need to reference this number on all your documentation for the order (i.e. delivery note paperwork, invoices).

Supply chain

Order information

When we submit an order to you, we'll tell you the distribution centre the delivery needs to go to, the quantity ordered (in agreed units), standard supplier packs and the planned date of delivery.

Incomplete Deliveries and Substitutions

All product substitutions must be agreed with the relevant Nisa stock controller prior to delivery. Ensure that the Ti Hi configuration (number of cases on a layer and pallet height) is the same as agreed with the NISA stock controller when the account was set up.

Balance orders will not be accepted unless the Nisa stock controller has agreed it prior to delivery.

Route to market

There are 5 NISA distribution centres run by our distribution partner DHL, These are:

HARLOW DC
DHL Supply Chain
Fleet House
River way
Harlow
Essex
CM20 2DX

LIVINGSTON DC
DHL Supply Chain
Caputhall Road
Deans Ind Est
Livingston
West Lothian
EH54 8AS

AVONMOUTH DC
DHL Supply Chain
Unit 8A
Central Park
Palmer Avenue
Severn Beach
Bristol
BS35 4GG

SCUNTHORPE DC
DHL Supply Chain
Nisa Way
Normanby Enterprise Park
Scunthorpe
North Lincolnshire
DN15 9 YA

STOKE DC
DHL Supply Chain
Vernon Road
Stoke on Trent
Staffordshire
ST4 2TP

Logistics

Route to Market

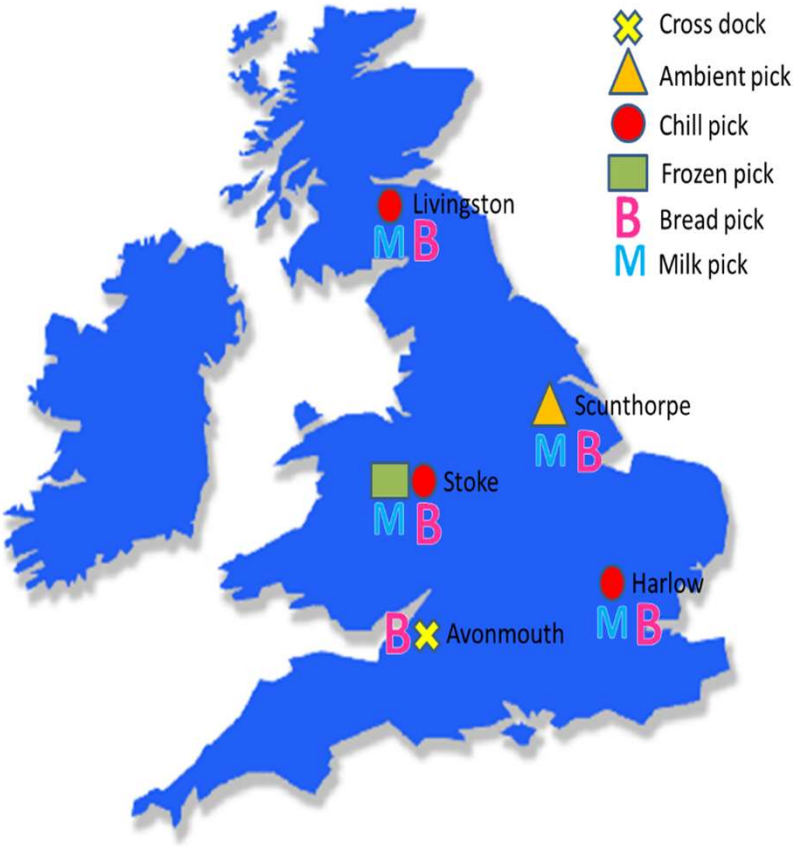
All partner deliveries are completed on day 1 for 3 schedules.

Nisa's ambient network operated from one distribution centre, located in Scunthorpe. Ambient stock is either delivered direct to store or trunked through the primary network to our other distribution centres where it is then cross docked for onward distribution.

Nisa's chill stock holding operation is completed at the Livingston distribution centre. The chill stock held lines consist of long shelf life products, which are picked by warehouse order demand. The stock is then distributed to the other two chill picking sites through the primary network, for picking and onward distribution.

The chill back to back operation consists of daily fresh, fast moving lines from Stoke, Harlow and Livingston.
The suppliers will receive the orders following receipt of partner orders on day 1 and are required to deliver into the distribution centres at agreed delivery times on day 2

Nisa's frozen stock holding operation is completed at the Stoke distribution centre. Frozen stock is either delivered direct to store or trunked through the primary network to our other distribution centres where it is then cross docked for onward distribution.



Logistics

Route to Market

We may return any non-standard goods that haven't been ordered and will contact you to arrange the collection.

The request will confirm the product, quantity to be returned and the reason for return, DHL will require the contact name who authorised the return and if available a returns reference number.

Once this has been arranged we will raise the return request internally and all appropriate supporting documentation will be completed.

On collection of the stock, the driver will be requested to countersign DHL documentation as well as DHL countersigning the suppliers.

A monthly reconciliation of all outstanding Ambient RTOS (Return to Supplier) will be compiled and if necessary reminder e-mails will be sent to all concerned to ensure completion. Chill returns that are not collected within 48 hours will be disposed of.

Sometimes, for commercial reasons, we might need to change the location of our depots. You'll always be given reasonable notice if and when this happens

How delivery into distribution centres work
Please see below the process we'll need to follow in order to make deliveries into our distribution network.

Delivery windows and booking-in procedures for Chilled (next day delivery)
For these types of deliveries, our distribution centres work to a pre-booked master schedule (which is altered only by exception).

Each haulier has a fixed time allocated within this schedule.

The delivery should arrive within 30 minutes either side of the allocated time slot. If you can't achieve this, your haulier should contact the distribution centre to make alternative arrangements.

7. Logistics

Booking-in Ambient, Frozen and Chilled stock held deliveries

Suppliers must confirm the delivery arrangements by contacting the Booking in department (01724 273760) 36 hours in advance of the required delivery day.

Each delivery will be given a delivery time and should arrive no more than 30 minutes before or after this time.

When this delivery window cannot be met:

If notice can be given before the day, the affected depot Goods In/Booking In department should be contacted.

If a delay is incurred on the delivery day, the affected depot Goods In/Booking In department should be contacted.

If the delay is such that the delivery will not be made on the correct day, the affected depot Goods In/Booking In department should be informed and agree alternative arrangements.

DEPOT NAME	DEPOT CONTACT NUMBERS
STOKE	01782 573123 / 124
HARLOW	01279 642303
LIVINGSTON	01506 403471
SCUNTHORPE	01724 273 764

This procedure must be adhered to at all times unless alternative arrangements have been made.

Goods can only be scheduled for delivery if the correct Purchase Order number is quoted and delivery notes available.

Delivery of an order may not be made across multiple vehicles. Where multiple vehicles are to be used a separate order must be raised for each consignment.

Should a haulier wish to deliver more than one order, all order details must be provided.

Logistics

7.1.2 Booking-in Ambient, Frozen and Chilled stock held deliveries (Cont)

See below goods in times for each of our distribution centres. These times must be adhered to in order to avoid failed deliveries.

In the event of an unforeseen circumstance which has delayed the delivery on to site, later deliveries can be accommodate where possible, but this needs prior agreement with the distribution centre.

STOKE GOODS IN

CHILL GOODS IN

MON TO FRI	04:00-14:00
SAT	04:00-12:00
SUN	05:00-14:00

FROZEN GOODS IN

MON/WED/FRI	06:00-14:00

During peak volume periods, an additional goods in day will be allocated. Suppliers will be informed of this through their Nisa buyer or stock controller.

LIVINGSTON GOODS IN

SUN TO FRI	06:00-17:00
SAT	06:00-14:00

HARLOW GOODS IN

SUN TO FRI	06:00-13:00
SAT	08:00-13:00

SCUNTHORPE GOODS IN

MON TO FRI	24HRS
SAT & SUN	00:00-16:00

AVONMOUTH GOODS IN

MON TO SUN	06:00-14:00

Logistics

HM Revenue and Customs Duty Documentation.

- The Ambient distribution centre in Scunthorpe is Nisa's bonded warehouse and you should only be asked to deliver bonded goods to this site.
- Duty Suspended goods can only be delivered into Scunthorpe.
- A key point to note is that products on promotion may not be delivered into Scunthorpe as duty suspended if the promotion includes deliveries to other Distribution Centres. The latter are not bonded warehouses and duty must be accounted for using a Registered Consignee, formerly REDS, in the UK, unless the goods are being consigned from non- EU countries (for which see below). As there can only be one price for any product, Scunthorpe deliveries have to be duty paid in the same way as those to the Distribution Centres.
- However, a promotion solely delivered into Scunthorpe can be delivered there, duty suspended as with other receipts.
- If required you should ensure that a suitably approved and authorised Registered Consignee can act to pay excise duty on Nisa's behalf.
- All goods delivered into Scunthorpe depot must be accompanied by an ARC number produced by the EMCS system when the goods are despatched from the vendor
- Notes on the correct generation of EADs can be found in:
    - Appendix A for movements from other UK based Excise Warehouses
    - Appendix B for movements from other EU member states
- Note that a suppler who is not the consignor of the goods Nisa must ensure that the appropriate guidelines are sent to the consignors concerned
- For goods imported from Non EU states the point at which these goods are entered into free circulation is the point of import. Therefore excise duty, import duty (if applicable) and import VAT should all be paid at the point of entry into the UK.
- Non-EU excise goods consigned to Scunthorpe depot will normally be excise duty suspended, though any customs duties due will always be paid at the port of arrival. If you are responsible for instructing the clearing agent at the port of arrival in the UK, you must tell the agent that he will need to ensure that an ARC number accompanies the consignment from the port to Scunthorpe warehouse. The agent may contact the Bond Administrator or Scunthorpe Stock Manager for details of the HMRC approval numbers relating to Scunthorpe DC.
- If you are responsible for instructing the clearing agent at the port of arrival in the UK you must ensure that authority to defer duties and VAT using Nisa Retail Limited deferment number is obtained from Group Taxation, Manchester . Contact: Bond Administrator - 01724 273815 or Stock Manager - 01724 273779

Logistics

Medical Products

- Medicinal products can only be supplied by suppliers who have been qualified by the Responsible Person and are named on the Approved Supplier List for General Sales List (GSL) and Traditional Herbal (HMP) Medicinal Products. New medicinal product suppliers must be qualified prior to supply commencing. Existing medicinal product suppliers will be re-qualified annually.
- Medicinal products must be transported to Nisa in accordance with EU Guidelines on Good Distribution Practice of medicinal products for human use and within temperature limits specified on pack. The temperatures of medicinal products will be taken and recorded upon receipt and medicinal products will be rejected if on pack temperatures have not been complied with.
- The minimum shelf life on receipt of medicinal products must comply with Nisa's requirements (75% of manufacturing shelf life if manufacturing shelf life ≤1331 days and a minimum of 999 days if manufacturing shelf life >1331 days).
- All cases of a single medicinal product supplied in a delivery should have the same expiry date. If this is not possible the cases of different expiry dates should be suitably separated either on separate pallets or by layer pads and both expiry dates must be clearly identified on the pallet.
- New line forms - additional information is required for medicinal products – suppliers are required to identify medicinal products as General Sales List (GSL) or Traditional Herbal (HMP) medicinal product, supply Product Licence Number or Traditional Herbal Registration Number, on pack storage temperatures and manufacturing shelf life.

Logistics

Temperature controlled deliveries

All temperature-controlled deliveries will be subjected to product temperature checks.

PRODUCT GROUP	ACCEPT	REJECT
Frozen Foods	-15°C or colder	-14.9°C or warmer
Chilled Foods	1.0°C to 5.0°C	Colder than 1.0°C Warmer than 5.0°C
Bananas	+13°C to +18°C	Colder than +13.0°C Warmer than +18.0°C
General Sales List and Traditional Herbal medicinal products	Below maximum and above minimum temperatures stated on pack for each product	Above the maximum and below the minimum temperatures stated on pack for each product.

Please note there may be some products which are exceptions to these rules, and will be agreed prior to first delivery

Logistics

Un-palletised Loads

- The supplier must inform the Booking in clerk if the load is handball. Any unexpected deliveries will be refused.
- The delivery must be clearly marked as a handball.
- Deliveries will only be accepted in a 20ft or 40ft flat bed container.
- Tractor units must be connected to the container and levelled off prior to unloading commencing.
- Please note handball decant may take up to 6 hours to complete. Please ensure the driver has enough hours to wait for this.
- This will be charged at £120 per delivery.

Shorts and Claims

- On receipt of delivery of ambient, frozen and chill held stock, all discrepancies over and under will be recorded on the original delivery notes at the time of delivery. The sites reserve 24 hours to report any shortages found through errors.
- Any stock backloaded by DHL is signed for unchecked, and the site reserve 24 hours to report any errors.
- Where the delivery is a pick by line/back to back product, the original delivery note will be signed unchecked. Hauliers must be aware of this procedure as claims for discrepancies will be made by fax the following morning advising of all overs, shorts and damages to be collected.
- Prior notice of any significant shorts against order is required in advance to the relevant Nisa buyer and distribution centre. Any ongoing supply issues should be notified to the relevant Nisa stock controller or buyer.

Finance

Invoicing requirements

- Suppliers should operate a post-invoicing system: i.e. invoices should be raised against confirmed deliveries.
- Each invoice must be for one delivery only. Invoices covering a number of deliveries cannot be processed.
- Non-approved products cannot be processed for payment
- All invoices must quote the Nisa order number.

Statement requirements

- A Statement of Account must be submitted at intervals not exceeding one calendar month. The statement must show all items that are outstanding at the date of the statement.
- Statements should be submitted electronically in either MS Excel or .CSV format to the following e-mail address (placcounts@nisaretail.com)
- Other correspondence should be directed to the Purchase Ledger Manager

Address for Submission

All invoices and credit notes for Distribution Centres must be submitted to:
Purchase Ledger Department

Nisa Partner Support Centre
Waldo Way
Normanby Enterprise Park
Scunthorpe
DN15 9GE

EDI Invoicing and Statements

- EDI Invoicing is a preferred requirement to trade with Nisa, if you are not currently EDI enabled please contact EDI Support (EDI.support@nisaretail.com) who will be able discuss our requirements with you.
- All new suppliers will be required to be EDI compliant. Where a supplier normally submits invoices via EDI the following rules apply:
    - No paper invoices should ever be submitted in respect of successful EDI transmissions.
    - If in the event of an EDI system failure, written notification of the intention to submit paper invoices must be given to: placcounts@nisaretail.com

Finance

Contra Postings to Suppliers Accounts
Suppliers are reminded that they are debtors as well as creditors, in that the Nisa will raise invoices for such things as retrospective payments and over-riders etc.

Where there is a balance on the Purchase Ledger, invoices issued to suppliers for Retrospective Agreements will be automatically contra'd against the balance. If there is no balance on the Purchase Ledger then invoices are due for immediate payment

Confirmation of bank details
Nisa's preferred method of payment is that of BACS

New or amended bank details are required to be confirmed by two separate authorised individuals within your company, which must be received on separate communications via Email or company letter. To help us maintain prompt payments, please confirm your bank details and two email accounts for BACS and remittance purposes respectively. Your response must be on your company's letter headed paper and signed off by an appropriately responsible person in your company.

Details to be forwarded to the address below quoting your Nisa Account No.

PL Accounts
Nisa Partner Support Centre
Waldo Way
Normanby Enterprise Park
Scunthorpe
DN15 9GE

All Payment Queries
If you are a supplier already transmitting via EDI all queries regarding invoice payment should be directed to the Purchase Ledger Department.



Any questions?

supplierengagement@coop.co.uk



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