

# SUPPLIER CONFORMITY

## DELIVERY GUIDELINES



**TOOLSTATION**

# WELCOME TO TOOLSTATION

Please find enclosed in this document the most recently refreshed version of Toolstation's supplier conformance manual, updated as of: 01/03/22. The manual will be periodically updated to ensure Toolstation continues to provide you with accurate up to date requirements.

This manual aims to ensure suppliers understand and achieve the required standards of service for delivery of goods into our Distribution Centres. Suppliers must ensure that the consignments they deliver to Toolstation conform and all relevant personnel are fully aware of the procedures documented.

As our customers become more demanding of us and interact with us through new and existing channels, it is important that we maintain high standards throughout our supply chain both in terms of safety and efficiency. We can only deliver these challenges by working together and strengthening our supplier partnerships. In this manual we have clearly defined the guidelines that you (and we) need to follow. Compliance with these requirements provides mutual benefits to Suppliers, Toolstation and its customers, and will minimise any unnecessary delays, damages or disputes.

The manual gives clear guidelines and requirements for:

- **BOOKING REQUIREMENTS**
- **UK DOMESTIC DELIVERY REQUIREMENTS**
- **CONTAINER DELIVERY REQUIREMENTS**
- **NON-CONFORMANCE PROCESS**
- **RETURNS PROCESS AND EXPECTATIONS**
- **QUALITY ASSURANCE (QA)**

**IMPORTANT NOTICE:** As of 2022 Toolstation will be starting the process of implementing EDI technology to exchange digital information regarding orders and deliveries with suppliers. ASN's (see appendix J for information required) will also become a requirement for all suppliers to start using from 2023 onwards.

**Please take the time to read and understand all the information that has been provided. It is your responsibility as a Toolstation supplier to ensure that the right people in your company read, understand and comply with the relevant sections. A form has been sent out with this manual, please ensure that this is filled in and submitted upon receipt to acknowledge you have read, understood and comply with the requirements.**



**TOOLSTATION**



# CONTENTS

<b>1. ORDERING &amp; BOOKING IN PROCESS</b>	<b>4-5</b>		
1.1	Product Data	4	
1.2	Order Placement and Acknowledgement	4	
1.3	Booking In Process	4	
	(Standard and Fixed Slots)	4	
	1.3.1 Carton Only Deliveries	4	
	1.3.2 Palletised Deliveries	4	
1.4	Booking-In Delivery Date/Time Amendments	5	
	1.4.1 Standard Slot Date/Time Booking Amendments	5	
	1.4.2 Fixed Slot Date/Time Booking Amendments	5	
1.5	Booking In Delivery Volume (Pallets or Carton) Amendments	5	
	1.5.1 Standard Slot Delivery Volume Amendments	5	
	1.5.2 Fixed Slot Delivery Volume Amendments	5	
1.6	Toolstation Booking Response Time	5	
<b>2. UK DOMESTIC DELIVERY REQUIREMENTS</b>	<b>6-12</b>		
2.1	Supplier Delivery Health and Safety	6	
	2.1.1 Supplier Health and Safety Expectations	6	
	2.1.2 Supplier Driver Safety Card	6	
	2.1.3 Site Health & Safety Rules	7	
2.2	Delivery Paperwork to all DC's	8	
2.3	Pallet Types	9	
2.4	Delivery Presentation	10	
	2.4.1 Carton Only Deliveries	10	
	2.4.2 Single SKU Pallets	10	
	2.4.3 Mixed SKU Pallets	10	
	2.4.4 Oversized/Complex Products	10	
2.5	Pallet Labelling	11	
	2.5.1 Single Pallet Label	11	
	2.5.2 Mixed SKU Pallet Label	11	
2.6	Product/SKU Labelling	12	
	2.6.1 Outer Cartons	12	
	2.6.2 Toolstation Own Branded Sales Pack	12	
	2.6.3 Supplier Branded Sales Pack	12	
	2.6.4 Specific Handling Instructions	12	
2.7	Delivery non-conformance and refusal process	12	
<b>3. CONTAINER DELIVERY REQUIREMENTS</b>	<b>13-15</b>		
3.1	Supplier Delivery Health and Safety	13	
3.2	Container Booking-in Process	13	
	3.2.1 Travis Perkins Asia Containers	13	
	3.2.2 UK Domestic Supplier Containers	13	
3.3	Delivery Times	13	
	3.4 Container Condition	14	
	3.5 Container Paperwork	14	
	3.6 Container Pallet Types	14	
	3.7 Container Presentation	14	
	3.7.1 Palletised Container	14	
	3.7.2 Loose Loaded Container	14	
	3.7.3 Oversize/Complex Products	14	
	3.8 Container Pallet Labels	15	
	3.9 Container Product/SKU Labelling	15	
	3.9.1 Outer Cartons	15	
	3.9.2 Toolstation Own Branded Retail (Sales) Pack	15	
	3.9.3 Supplier Branded Sales Pack	15	
	3.9.4 Specific Handling Instructions	15	
	3.10 Container Non-Conformance and Refusal Process	15	
<b>4. NON-CONFORMANCE PROCESS</b>	<b>16</b>		
4.1	Delivery Refusal Communication	16	
4.2	Reasons for Refusal	16	
4.3	Reasons for 'Potential' Refusal (DC discretion)	16	
4.4	Delivery Discrepancies	16	
4.5	Non-Conformance Reporting	16	
<b>5. RETURNS - RTV</b>	<b>17</b>		
5.1	Contacts	17	
5.2	Reasons for Return	17	
5.3	Raising Returns Process	17	
	5.3.1 Returns for the Designated Processing Centre	17	
	5.3.2 Returns from the DC	17	
5.4	Supplier Acknowledgement	17	
5.5	Collection Requirements	17	
5.6	Return Presentation	17	
5.7	Returns Debit Note	17	
5.8	Collection Discrepancies	18	
5.9	Replacement Items for Returned Goods	18	
<b>6. QUALITY ASSURANCE (QA)</b>	<b>18</b>		
6.1	Supplier Auditing	18	
	6.1.1 Contacts	18	
	6.1.2 Key Pillars	18	
	6.1.3 Supplier Auditing	18	
6.2	Product Due Diligence (safe, legal, quality products)	18	
<b>7. APPENDICES</b>	<b>19-30</b>		
<b>8. GLOSSARY OF TERMS</b>	<b>31</b>		



# 1. ORDERING & BOOKING IN PROCESS

**This section outlines Toolstation's requirements and expectations from all our suppliers to ensure that all information regarding orders and deliveries is provided timely and in the correct format.**

## 1.1 PRODUCT DATA

Please ensure that all operational/transit and selling product data provided on new and existing products are correct, and that Toolstation is advised of any changes. All the information required is stated on the NPI (New Product Information) forms supplied by the Commercial Team. It is imperative that any products that will not conform to the delivery specifications set out in this manual are highlighted to your commercial/supply chain representative at this stage. Toolstation reserves the right to reject any deliveries from suppliers who have not provided the required levels of information relating to products.

## 1.2 ORDER PLACEMENT & ACKNOWLEDGEMENT

**1.2.1** Purchase orders (PO) will be sent via email to the relevant supplier. The purchase order will state the date and the Distribution Centre which the stock is required to be delivered to.

**1.2.2** Confirmation of the order receipt must be made via email within 24 hours of order placement to the order creator and detail the lines, quantity and delivery date requested.

**1.2.3** Any order lines that cannot be delivered in full and/or on the required date should be communicated via email to the order creator with an explanation of the delivery issue including a confirmed alternative

date. As Toolstation cannot accept backorders the order creator will contact the supplier to then review possible order amendments.

**1.2.4** One PO cannot exceed more than 1 trailer as we cannot part receive a PO number. Please contact the order creator if it exceeds this at the order confirmation stage, or if you have any questions.

## 1.3 BOOKING IN PROCESS

**IMPORTANT NOTICE:** As of 2022 Toolstation will be starting the process of implementing EDI technology to exchange digital information regarding orders and deliveries with suppliers. ASN's (see appendix J for information required) will also become a requirement for all suppliers to start using from 2023 onwards.

### 1.3.1 CARTON ONLY DELIVERIES

**1.3.1.1** Once you have confirmed your purchase order, the delivery must be booked via email as soon as possible, no later than 48 hours in advance (2 days) of the expected delivery date using the Toolstation Booking-In form (see appendix A).

**1.3.1.2** Ensure that all the required information is detailed on the booking-in form (see appendix A) so there are no delays getting the booking confirmed. Once complete, please email the form over to the relevant DC. All relevant DC contact details can be found in appendix B. Where there are multiple PO's to be booked on the same delivery, please detail all the PO's on the same booking form. If multiple separate deliveries are to be booked-in at the same time, please detail these on the same booking form and clearly separate the details out for each delivery (this helps email congestion and speed of reply back to you).

**1.3.1.3** For all carton only consignments delivered by carriers we offer untimed delivery slots between 06:00 and 21:00 with no fixed slot applicable. Suppliers are held responsible for deliveries made by a third-party haulier.

**1.3.1.4** If the number of cartons exceeds 10, then the delivery must be booked and come in on a pallet/pallets (see section 1.3.2).

**1.3.1.5** Toolstation DCs are open on Bank Holidays, so we expect deliveries as per normal.

### 1.3.2 PALLETISED DELIVERIES

**1.3.2.1** Once you have confirmed your purchase order, the delivery must be booked via email as soon as possible, no later than 48 hours in advance (2 days) of the expected delivery date using the Toolstation Booking In form (see appendix A).

**Please note:** The further out bookings can be made, the more likely they are to achieve their requested delivery slot.

**1.3.2.2** Ensure that all the required information is detailed on the booking-in form (see appendix A) so there are no delays getting the booking confirmed. Once complete, please email the form over to the relevant DC. All relevant DC contact details can be found in appendix B. Where there are multiple PO's to be booked on the same delivery, please detail all the PO's on the same booking form. If multiple separate deliveries are to be booked-in at the same time, please detail these on the same booking form and clearly separate the details out for each delivery (this helps email congestion and speed of reply back to you).

**1.3.2.3** Once a booking request has been received, the Bookings Team will allocate a timed delivery slot between 06:00 – 21:00 (Mon to Fri) and a booking reference which will all be confirmed via email (weekend slots are available by arrangement with supply chain and the DC).

**Please note:** The usual working hours for our booking team is between the hours of 06:00 –14:00.

**1.3.2.4** There is a 30 min window either side of your delivery slot where your delivery will be allowed on site for receiving (except 06:00 slots, which will not be accepted prior to 06:00). The supplier/3PL is responsible for advising Toolstation of any booking

running late. Notification must be given to the relevant goods-in team. While we will do our best to accept any deliveries that fall outside of the one-hour window, we may have to refuse, and rebooking will be required. Toolstation will not accept any charges from its suppliers or carriers, including any additional costs incurred due to waiting times, refusal or non-delivery.

**1.3.2.5** The Bookings Team will endeavour to provide the requested delivery slot, however where possible, delivery slots are provided on a first come first served basis and according to stock priority.

**1.3.2.6** Inbound deliveries will be tipped by order of the allocated delivery slots (time) provided. Tipping early or late will be at the discretion of the DC goods-in manager. Vehicles arriving outside of their allotted time may be required to wait or if significantly late/early may be refused. Delivery must not be attempted until you have received a confirmed delivery slot, or it will be refused.

**1.3.2.7** Where suppliers use third party contractors / hauliers, it is the suppliers responsibility to ensure all third parties are aware of these requirements and comply with them. A most vital factor in ensuring a smooth continuous flow of merchandise is the full cooperation of our suppliers and hauliers. It is the Suppliers responsibility to ensure that hauliers provide the correct information to our Booking Teams regarding deliveries and ensure that the correct times and pallets are delivered.

**1.3.2.8** For Suppliers who deliver on a daily or weekly basis, there is the opportunity to have a fixed slot. This means that you will be pre allocated a space within the daily schedule, however booking-in must still be actioned (see sections 1.3.2.1, 1.3.2.2, 1.3.2.3, 1.3.2.4, 1.3.2.5 and 1.3.2.6).

**Failure to do this may result in the fixed slot being taken away. If this is of benefit to your company, please contact the relevant order creator.**

**1.3.2.9** Toolstation DCs are open on Bank Holidays, so we expect deliveries as per normal.

# 1. ORDERING & BOOKING IN PROCESS

## 1.4 BOOKING-IN DATE/TIME AMENDMENTS

We would ask that orders placed and booked in are locked-in where possible, however we do understand that due to multiple supply chain factors, delivery dates/times on occasion have to be changed. If required, suppliers must follow the below process for booking-in amendments depending on the relevant slot type. This will allow those delivery slots not required to be freed up for other supplier deliveries.

**IMPORTANT NOTICE:** As of 2022 Toolstation will be starting the process of implementing EDI technology to exchange digital information regarding orders and deliveries with all suppliers. ASN's (see *appendix J* for information required) will also become a requirement for all suppliers to start using from 2023 onwards.

### 1.4.1 STANDARD SLOT DATE/TIME BOOKING AMENDMENTS:

**1.4.1.1** The relevant booking team must be notified about any changes to a delivery date and time, at least 48 hours (2 days) in advance of the confirmed delivery slot using the booking amendment form (see *appendix C*) and quoting the original; PO number, delivery date and booking reference. Failure to provide 48 hours notice may result in delivery refusal and a potential penalty charge for the costs incurred (see *appendix L*).

**1.4.1.2** Where multiple separate deliveries are to be amended, please detail them all on the same booking form and attach them to the same email (this helps email congestion and speed of reply back to you). Failure to do so may result in delivery refusal.

**1.4.1.3** The booking team will allocate a new timed delivery slot and booking reference for your delivery(s), which will be confirmed via email. Delivery must not be attempted until you have received a new confirmed delivery slot.

**1.4.1.4** A copy of the revised delivery note must be sent as an attachment on the booking amendment email and a hard copy clearly attached to a pallet inside a clear document envelope or with the driver. Failure to do so may result in your delivery being refused. If for any reason a new confirmed delivery slot is not suitable, this must be changed via a new booking amendment form.

**1.4.1.5** Toolstation reserves the right to rearrange your delivery booking with at least 24 hours notice.

### 1.4.2 FIXED SLOT DATE/TIME BOOKING AMENDMENTS:

**1.4.2.1** Suppliers with a fixed booking arrangement are still required to follow the same date/time booking amendment criteria as the standard booking arrangements (see sections 1.4.1.1, 1.4.1.2, 1.4.1.3, 1.4.1.4 and 1.4.1.5). Failure to provide 48 hours notice may result in delivery refusal, fixed slot being taken away and a potential penalty charge for the costs incurred (see *appendix L*).

**1.4.2.2** Booking is required at a minimum of 48 hours (2 days) in advance. If you are using LESS than your fixed allocation, you must inform booking-in a minimum of 48 hours (2 days) prior, with the exact number of pallets / cartons. If you are using MORE than your fixed allocation, you must inform booking-in a minimum of 48 hours (2 days) prior, with the exact number of pallets / cartons.

*Please Note: Failure to stick to these guidelines as well as poor OTIF performance may result in the fixed allocation being withdrawn. Fixed booking slots are highly in demand and the adherence to both the guideline and fixed slot allocation will be regularly monitored and reviewed. Toolstation reserves the right to amend or remove slots according to business requirements.*

## 1.5 BOOKING-IN DELIVERY VOLUME (PALLET OR CARTON) AMENDMENTS

We would ask that orders placed and booked in are locked-in where possible, however we do understand that due to multiple supply chain factors, delivery volumes (pallet/qty's) on occasion have to be changed. If required, suppliers must follow the below process for booking-in amendments depending on the relevant slot type. This will allow those pallet slots not required to be used for other supplier deliveries.

**IMPORTANT NOTICE:** As of 2022 Toolstation will be starting the process of implementing EDI technology to exchange digital information regarding orders and deliveries with all suppliers. ASN's (see *appendix J* for information required) will also become a requirement for all suppliers to start using from 2023 onwards.

### 1.5.1 STANDARD SLOT DELIVERY VOLUME AMENDMENTS:

**1.5.1.1** The relevant booking team must be notified about any volume (pallet or carton) changes to a delivery, at least 48hrs (2 days) in advance of the confirmed delivery slot using the booking amendment form (see *appendix C*). If you are using LESS than your allocation, you must inform booking-in a minimum of 48 hours (2 days) prior, with the exact number of pallets / cartons. If you are using MORE than your allocation, you must inform booking-in a minimum of 48 hours (2 days) prior, with the exact number of pallets / cartons. Failure to do so may result in delivery refusal.

**1.5.1.2** Where multiple separate deliveries are to be amended, please detail them all on the same booking form 9 and attach them to the same email (this helps email congestion and speed of reply back to you).

**1.5.1.3** The booking team will approve or reject the amendment request, which will be confirmed via email.

**1.5.1.4** A copy of the revised delivery note must be sent as an attachment on the booking amendment email and a hard copy clearly attached to a pallet inside a clear document envelope or with the driver. Failure to do so may result in your delivery being refused.

### 1.5.2 FIXED SLOT DELIVERY VOLUME AMENDMENTS:

**1.5.2.1** Suppliers with a fixed booking arrangement are still required to follow the same volume booking amendment criteria as the standard booking arrangements (set out in section 1.5.1.1, 1.5.1.2, 1.5.1.3 and 1.5.1.4). Failure to do so may result in the delivery refusal and the fixed booking taken away.

## 1.6 TOOLSTATION BOOKING RESPONSE TIME

Our goods in teams will endeavour to respond to booking-in requests and amendments within 24 hours.





## 2. UK DOMESTIC DELIVERY REQUIREMENTS

This section describes Toolstation's requirements expected from all our suppliers to ensure that all deliveries are compliant with Toolstation's site safety rules and that loads are presented to the standards set out.



### 2.1 SUPPLIER DELIVERY HEALTH AND SAFETY

Keeping people safe is central to everything we do at the Travis Perkins Group. Our vision is that everybody goes home safe and well every single day.

All our suppliers and their third party contractors, including couriers, must comply with the Travis Perkins Group Health and Safety Expectations of Suppliers when delivering products to our warehouses, branches and customers. You and your third party contractors, including couriers, must also comply with all relevant Health & Safety legislation.

Our Health and Safety (H&S) Expectations of Suppliers Guide has been designed to set out minimum operating standards to help ensure the safety of everyone who's involved with unloading and loading your goods. Please note that we'll always reject noticeably unsafe loads to help keep your driver and our colleagues safe. Failure to meet any of the H&S requirements set out in this section may result in the driver being banned from site.

If you feel that it's not realistic for you or your third-party contractor to achieve a specific Health and Safety Expectations of Suppliers control measure, please speak to your commercial contact straightaway. They'll liaise with the HSE Support Team to discuss the issue.

#### 2.1.1 SUPPLIER HEALTH & SAFETY EXPECTATIONS

Please see *appendix D* for supplier health and safety requirements (a link can also be found on the Toolstation website - [link](#)).

#### 2.1.2 DRIVER EXPECTATIONS

**2.1.2.1** You must ensure that you meet our Health and Safety Expectations of Suppliers.

**2.1.2.2** Drivers can only enter our sites under supervision by our authorised staff and they must comply with our security procedures at all times.

**2.1.2.3** We encourage you and your third party contractors to use drivers who've achieved the Fleet Operator Recognition Scheme (FORS) Gold Standard to make deliveries to our sites and to our customers' premises where possible. You can find more information about FORS on their website: [www.fors-online.org.uk](http://www.fors-online.org.uk).

**2.1.2.4** It's your responsibility (and those of your third party contractor), to make sure your drivers comply with all relevant legal requirements. In particular, where the regulations require, only ADR qualified drivers can deliver dangerous goods to our sites. Any drivers delivering hazardous goods must remain with their vehicles at all times. They must also have access to spill kits (including powder extinguishers) and be trained to use them. For the government's guide to the international regulations on the transportation of dangerous goods by air, sea, road, rail or inland waterway, please visit: <https://www.gov.uk/guidance/moving-dangerous-goods>

**2.1.2.5** We won't tolerate your delivery drivers making personal, racial, sexual or discriminatory remarks about another person, under any circumstances. Please note that your **drivers will be banned from our sites** if they exhibit any poor behaviour towards our colleagues.

**2.1.2.6** We welcome drivers of all nationalities to our sites. However, we do ask that drivers have at least a basic understanding of English. If you're planning to use drivers who only have basic English skills, please provide us with the contact details of a fluent English speaker within your company. This person(s) must be available to communicate our more detailed requirements to any such driver.

**2.1.2.7** Equipped with the following PPE; Steel toe-capped footwear, Hi-vis vest or jacket, Hard hat with a retaining device, Gloves.

**2.1.2.8** Smoking is strictly prohibited on all Travis Perkins Group sites.

**2.1.2.9** It is forbidden to consume or be under the influence of drink or non-prescription drugs on all Travis Perkins Group sites.

**2.1.2.10** Your drivers must not use their mobile phones whilst in motion on our property; this includes the use of hands-free units.

**2.1.2.11** Supplier Driver Safety Card - Please see appendix E for the supplier driver safety card (a link can also be found at the bottom of the Toolstation website - [link](#)).

## 2. UK DOMESTIC DELIVERY REQUIREMENTS

### 2.1.3 VEHICLES & TRAILER REQUIREMENTS

**2.1.3.1** Licensed, taxed, tested and fully compliant with all current road traffic and EU emissions regulations.

**2.1.3.2** Fit for purpose

**2.1.3.3** Fitted with reversing sounders.

**2.1.3.4** Fitted with lights, indicators, lenses and mirrors that are in a good state of repair.

**2.1.3.5** Be sound, dry, and free from grease, oil and tripping hazards.

**2.1.3.6** Have enough anchorage points of adequate strength to which the restraining equipment can be attached, to secure the load.

**2.1.3.7** Have sheets and covers that are free from holes.

**2.1.3.8** Have the required pins, goal posts and stanchions, according to the type of load.

*Please Note: Our Distribution Centres are set up to primarily receive supplier stock on vehicles that can be off-loaded from both sides. Containers and other vehicle types with rear door access only, can be accommodated but should be specifically referred to when making your booking. If you have any questions on whether a specific vehicle type can be accepted, you must clarify this when requesting a booking slot.*

### 2.1.4 BEFORE ARRIVING ON SITE

**2.1.4.1** Load your vehicle to ensure it can be safely unloaded without the need for anyone to work on an 'open vehicle bed'.

**2.1.4.2** Secure the load at all stages of your route, to prevent movement during transit. This is particularly important as the load dynamics change during the route, and is equally relevant in curtain-sided vehicles.

### 2.1.5 SITE HEALTH & SAFETY RULES

**2.1.5.1** All deliveries must check-in at the distribution gatehouse, at this point the driver will be taken through the site rules and will sign to confirm they have understood the information. The driver will then be told where they need to park their vehicle, remember to adhere to the one way systems and speed limit whilst driving on our sites.

**2.1.5.2** We have tried to eliminate/reduce the need for HGV's to reverse on our sites but when reversing needs to take place, it is completed under the supervision of a trained banksman at all Toolstation operated sites.

**2.1.5.3** When the vehicle is secured in the designated loading/unloading area a 'Do Not Move Vehicle' sign will be placed in front or inside of the vehicle and the keys will be surrendered and placed in a secure location. If applicable, trailers legs will be deployed, airlines will be decoupled and Suzie locks will be applied.

**2.1.5.4** Delivery drivers are responsible for opening the curtains and they must wear a hard hat at all times. If applicable, drivers are responsible for raising the trailer to be level with the docking bay.

**2.1.5.5** Before unloading, a visual check of the load and pallets must be completed before unstrapping should take place to identify any potentially unstable loads or those that may have shifted in transit. If any issues are found please report them to our team. If any load is deemed to be unsafe the delivery may be rejected.

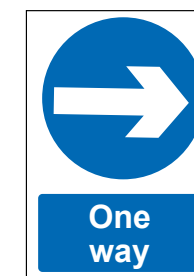
**2.1.5.6** Delivery drivers should not work on the open bed of a vehicle unless they have a suitable safe system of working place to prevent them from falling off.

**2.1.5.7** Delivery drivers are to wait in their cabins during loading/unloading. If assistance is needed with

the curtains or straps during unloading then this is permitted but the driver must stay 2 metres away from the forklift. If the driver requires assistance they are required to remain in their cabin and sound the horn to attract attention, never approach the forklift.

**2.1.5.8** The delivery driver will be handed back the keys to the vehicle and the 'Do Not Move Vehicle' sign will be removed, at this point the driver will be told that they can now prepare the vehicle to be moved.

**2.1.5.9** Delivery drivers are only allowed to pull off from the loading/unloading area with permission from a Toolstation colleague.



## 2. UK DOMESTIC DELIVERY REQUIREMENTS

### 2.2. DELIVERY PAPERWORK TO ALL DC'S

**2.2.1** A delivery note **MUST** be emailed to the relevant DC email address 24 hours prior to delivery.

**2.2.2** All deliveries must be accompanied by 2 printed delivery notes in legible English. One **MUST** be attached and clearly presented using a clear document envelope to the outside of the first delivery pallet/carton (NOT under the shrink wrap), and the second must be handed over in person by the driver (see *appendix F* for a good example of a delivery note).

**2.2.3** The documentation **MUST** include the Toolstation part code, supplier part code, batch code (where applicable), ordered and delivered quantity (as it appears on the original order e.g. if the order states 80 then please detail 80 instead of 16 x 5) for each product line, as well as being laid out in the SKU order as per the original order sent over by the supply chain planner (see *appendix F* for a good example of a delivery note).

**2.2.4** Any deliveries not booked in or arriving with a different pallet/carton count to what has been advised may be refused.

**2.2.5** If for any unforeseen reason your delivery is going to be late (e.g. closures etc), please contact the relevant DC via phone when safe to do so and they will talk you through the options (see *appendix B* for DC contact details).

**2.2.6** All orders must be received as one consignment. Toolstation does not accept balances of orders at a later date. Suppliers must deliver the exact quantity of product ordered. Deliveries of product in excess or deficit of our order quantity may be refused at Toolstation's discretion and at the supplier's cost (see order placement & acknowledgement rules in section 1.2).

**2.2.7** Toolstation will not accept charges for minimum carriage paid order value unless specifically agreed to in writing by Toolstation.

**2.2.8** Back orders are not accepted.





## 2. UK DOMESTIC DELIVERY REQUIREMENTS

### 2.3 PALLET TYPES

**2.3.1** Pallets must be 1200x1000mm, four-way entry, or equivalent GKN pallet, and must have complete 4-way support beams (full perimeter base) in order that the pallets can be safely stored in the site racking. If poor quality pallets are used then the delivery will be at risk of refusal and may result in a penalty charge for the costs incurred (see appendix L).

*Please Note: Bearer or dunnage pallets are not acceptable and will be refused at the point of Goods Inwards*

**GRADE**



**CHEP**



**IPP**



**LPR**



### BEST PRACTICE



- Blue GKN standard 4 way pallet 1200 x 1000



- White GKN equivalent standard 4 way pallet 1200 x 1000

### UNACCEPTABLE



- Underpinned pallets Euro Pallets



- Damaged
- Missing slats
- Missing Supports



- Slaving of pallets is not acceptable and will be refused at point of Goods Inwards

## 2. UK DOMESTIC DELIVERY REQUIREMENTS

### 2.4. DELIVERY PRESENTATION

#### 2.4.1 CARTON ONLY DELIVERIES

**2.4.1.1** Carton only deliveries MUST NOT exceed 10 cartons. If so, they will be refused and the supplier asked to book a pallet slot.

**2.4.1.2** Each carton must be clearly labelled and presented (see section 2.7.1).

#### 2.4.2 SINGLE SKU PALLETS:

**2.4.2.1** 1 SKU per pallet and 1 SKU per carton.

**2.4.2.2** Pallet height (including pallet) must not exceed 1.2m.

**2.4.2.3** Total pallet weight must not exceed 1 tonne.

**2.4.2.4** No pallet overhang is permitted unless prior arrangement or the product dimensions exceeds the maximum dimensions of the pallet (exceptions must be agreed with commercial & supply chain for products larger than a pallet before deliveries are arranged).

**2.4.2.5** Stable pallet build – when the shrink wrap is removed the products are stable on the pallet. Interlocking product pallet build should be used

where possible. See examples below.

**2.4.2.6** Product safely and securely fixed to the pallet using stretch CLEAR wrap around the product and pallet base. NO BLACK WRAP to be used.

**2.4.2.7** Plastic banding may be used to secure awkward, irregular or upright loads. NO METAL BANDING to be used.

**2.4.2.8** Double stacking of pallets is only permitted if the load remains secure, products are suitable for double stacking, each pallet is stretch wrapped separately as well as the stack also stretch wrapped together. If, as a result of double stacking, loads become unsafe or damage occurs to the product, Toolstation will refuse the load.

**2.4.2.9** Pallet must be clearly labelled (see section 2.5.1).

**2.4.2.10** Each carton must be clearly labelled and presented (see section 2.6.1).

#### 2.4.3 MIXED SKU PALLETS:

**2.4.3.1** 1 SKU per carton.

**2.4.3.2** Pallet height (including pallet) must not exceed 1.2m.

**2.4.3.3** Total pallet weight must not exceed 1 tonne.

**2.4.3.4** No pallet overhang is permitted unless prior arrangement or the product dimensions exceeds the maximum dimensions of the pallet (exceptions must be agreed with commercial & supply chain for products larger than a pallet before deliveries are arranged).

**2.4.3.5** Stable pallet build – heaviest products stored at the bottom, when shrink wrap is removed and products are stable on the pallet, and interlocking product pallet build used where possible (see diagrams in section 2.4.2.5).

**2.4.3.6** Product safely and securely fixed to the pallet using stretch CLEAR wrap around the product and pallet base. NO BLACK WRAP to be used.

**2.4.3.7** Plastic banding may be used to secure awkward, irregular or upright loads. NO METAL BANDING to be used.

**2.4.3.8** Double stacking of pallets is only permitted if the load remains secure, products are suitable for double stacking, each pallet is stretch wrapped separately as well as the stack also stretch wrapped

together. If, as a result of double stacking, loads become unsafe or damage occurs to the product, Toolstation will refuse the load.

**2.4.3.9** Pallet must be clearly labelled (see section 2.5.2).

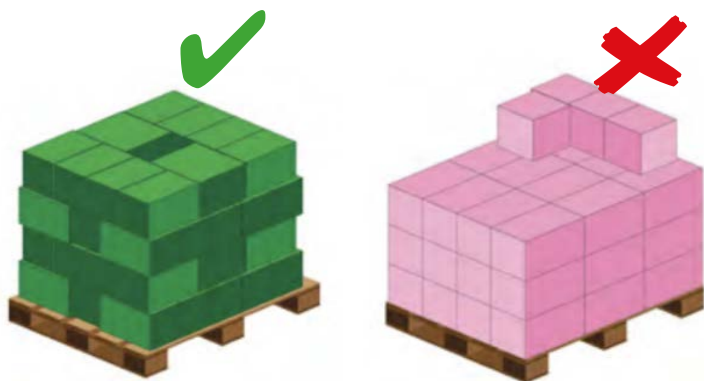
**2.4.3.10** Each carton must be clearly labelled and presented (see section 2.6.1).

**2.4.3.11** SKU's should be loaded together in layers to enable efficient unloading and not spread across multiple pallets, separated by a divider where possible. The largest quantity of outers on the pallet should be stacked on the bottom layer of the pallet, providing it can take the weight of products on top of it. Please see examples below.

**2.4.3.12** Different SKU's must not be packed in the same carton. Suppliers must not mix POs on a pallet and SKUs need to be grouped together and not put over multiple mixed pallets. Where possible SKUs should be presented as full pallets.

#### 2.4.4 OVERSIZED/COMPLEX PRODUCTS

For products that DON'T stack easily and/or are difficult to load/unload, you must conduct a H&S risk assessment & packaging layout specification with the commercial contact and QA (see section 6).



## 2. UK DOMESTIC DELIVERY REQUIREMENTS

### 2.5. PALLET LABELLING

#### 2.5.1 SINGLE PALLET LABEL

An example of how we require the label to look and the information required for Single palletised products.

*Please Note: If the products on the pallet have different expiry and/or batch numbers, please use the Mixed SKU label to detail expiry/batch numbers and how many boxes each (see section 2.5.2).*

TOOLSTATION					
Supplier Name					
Supplier Number					
PO Number					
Toolstation SKU Code					
Product Description					
SKU Qty on Pallet (selling units)					
2000					
Batch Number (if applicable)					
Number of Outer Cartons on Pallet					
20	Ti	10	Hi	2	
Number of Inner Cartons per Outer Carton					
5	Expiry Date			xx-xx-xx	
Number of Selling Units per Inner Carton					
20	Pallet Number			3 of 4	

#### 2.5.2 MIXED SKU PALLET LABEL

An example of how we require the label to look and the information required for Single palletised products.

*Please Note: If the products on the pallet have different expiry and/or batch numbers, please use the Mixed SKU label to detail expiry/batch numbers and how many boxes each (see section 2.5.2).*

TOOLSTATION					
Supplier Name					
Supplier Number					
PO Number					
Number of Outer Cartons on Pallet					
40	Ti	10	Hi	4	
Toolstation SKU Code					
Total Cartons	Total Sales Units (single or packs)		Expiry Date	Batch Number (if applicable)	
xxxxx	10	100	xx-xx-xx		
xxxxx	10	200	xx-xx-xx		
xxxxx	10	50	xx-xx-xx		
xxxxx	5	20	xx-xx-xx		
xxxxx	5	100	xx-xx-xx		



## 2. UK DOMESTIC DELIVERY REQUIREMENTS

### 2.6 PRODUCT/SKU LABELLING

Warning: the information specified in this section **MUST** be adhered to. NOT following this **WILL** result in a non-conformance being raised.



Supplier Name	
Customer SKU	xxxxx
SKU Description	
PO	
QTY	
Barcode - Customer SKU	
Expiry Date	xx-xx-xx
Batch Number	

#### 2.6.1 OUTER CARTONS

**2.6.1.1** All cartons **MUST** be labelled by positioning two labels on adjacent sides of each carton.

**2.6.1.2** Labels **MUST** contain the following information:

- a) Toolstation SKU number (to be marked on label as "Customer SKU" number)
- b) Toolstation description (to be marked on label as "SKU description")
- c) PO number
- d) Quantity of product enclosed
- e) SKU barcode (to be marked on label as "Barcode - Customer SKU") - barcode must be an EAN 1D or equivalent format
- f) Expiry date (if applicable)
- g) Batch number (if applicable)
- h) Labels must not make any reference to Toolstation
- i) If outer carton is >25kg a heavy label should be applied (see section 2.6.4.1)
- j) Hazard warning (see section 2.6.4.2 and 2.6.4.3)

**2.6.1.3** Please see the below example of how we require the label to look on outer boxes.

*Please Note: the barcode required on the outer label is a EAN barcode containing the Toolstation SKU code*

**2.6.1.4** Suppliers must not mix products within cartons.

#### 2.6.2 TOOLSTATION OWN BRANDED SALES PACK

All sales packs **MUST** carry the following information where practical as follows:

- a) Toolstation SKU number (to be marked on label as "Customer SKU" number)
- b) Toolstation description (to be marked on label as "SKU description")
- c) Quantity of product enclosed
- d) SKU barcode (to be marked on label as "Barcode - Customer SKU") - barcode must be an EAN 1D or equivalent format
- e) Expiry date (if applicable)
- f) Batch number (if applicable)

- g) Labels must not make any reference to Toolstation
- h) If product is >25kg a heavy label/note should be applied (see section 2.6.4.1)
- i) Packaging must follow all legal guidelines (see section 6)

#### 2.6.3 SUPPLIER BRANDED SALES PACK

All supplier branded sales packs **MUST** carry the following information as follows:

- a) SKU barcode (to be marked on label as "Barcode - Customer SKU") - barcode must be an EAN 1D or equivalent format
- b) If product is >25kg a heavy label/note should be applied (see section 2.7.4.1)
- c) Expiry date (if applicable)
- d) Batch number (if applicable)
- e) Packaging must follow all legal guidelines (see section 6)

#### 2.6.4 SPECIFIC HANDLING INSTRUCTIONS

**2.6.4.1** Heavy Goods (>25kg gross weight):

- a) When the gross weight is >25kgs, a caution label **MUST** be applied (similar to the example shown below) to **all packaging layers** (sales unit and outer packaging) with the **gross weight clearly visible** and the message "HEAVY OBJECT TWO PERSON LIFT REQUIRED"
- b) Where possible the weight of the outer carton should be less than <25kgs. We would require where possible for the carton QTY to be reduced to meet this weight restriction

**2.6.4.2** Hazardous Goods:

Hazardous products **MUST** contain a hazardous warning label on the product and outer packaging, and follow all legal guidelines.

**2.6.4.3** Other Specific Handling Instructions:

Products requiring specific handling requirements **MUST** be made clear through the use of labels on outer packaging as well as the product itself to prevent potential mishandling (see appendix K for examples).

### 2.7 DELIVERY NON-CONFORMANCE AND REFUSAL PROCESS

Please see section 4



## 3. CONTAINER DELIVERY REQUIREMENTS

This section describes Toolstation's requirements expected from all our suppliers to ensure that all container deliveries are compliant with Toolstation's site safety rules and that loads are presented to the standards set out.

### 3.1 SUPPLIER DELIVERY HEALTH AND SAFETY

Please see section 2.1.

### 3.2 CONTAINER BOOKING-IN PROCESS

#### 3.2.1 TRAVIS PERKINS ASIA CONTAINERS

Once the purchase order has been confirmed with the TPA (Travis Perkins Asia) team, the container will be tracked and updated by the Travis Perkins IFS team. When the container is within 10 days of the first available booking date, the Toolstation 3PL team will book-in the container with the relevant DC goods-in team (see appendix B).

**IMPORTANT NOTICE:** As of 2022 Toolstation will be starting the process of implementing EDI technology to exchange digital information regarding orders and deliveries with all suppliers. ASN's (see appendix J for information required in yellow) will also become a requirement for all suppliers to start using from 2023 onwards.

#### 3.2.2 UK DOMESTIC SUPPLIER CONTAINERS

Once you have confirmed your purchase order, the delivery must be booked via email as soon as possible, no later than 240 hours in advance (10 days) of the expected delivery date using the Toolstation Booking In form (see appendix A). Please ensure that all the required information is detailed on the form so there are no delays getting the booking confirmed. Once complete, please email the form over to the 3PL team (see appendix B).

**IMPORTANT NOTICE:** As of 2022 Toolstation will be starting the process of implementing EDI technology to exchange digital information regarding orders and deliveries with all suppliers. ASN's (see appendix J for information required in yellow) will also become a requirement for all suppliers to start using from 2023 onwards.

*Please Note: UK suppliers delivering goods in full containers are responsible for all aspects of UK customs clearance*

### 3.3 DELIVERY TIMES

**3.3.1** Toolstation allows a one-hour delivery window either side of the scheduled delivery time. The only exception to the one-hour window is for the 6.00am slot, where a vehicle will not be allowed on site until the allotted time.

**3.3.2** The supplier/3PL is responsible for advising Toolstation of any booking running late. Notification must be given to the relevant goods-in team. While we will do our best to accept any deliveries that fall outside of the one-hour window, we may have to refuse, and rebooking will be required. **Toolstation will not accept any charges for demurrage caused by the container arriving late.**



# 3. CONTAINER DELIVERY REQUIREMENTS

## 3.4 CONTAINER CONDITION

**3.4.1** It is the vendors responsibility to ensure that Toolstation products are delivered in a satisfactory condition.

**3.4.2** The container (box) MUST be fit to deliver goods and meet all health and safety requirements.

## 3.5 CONTAINER PAPERWORK TO ALL DC'S

**3.5.1** The packing list must be provided at the point of receipt.

**3.5.2** The packing list that Toolstation receives must match the copy of the packing list provided upon physical receipt of the container. If not, this may lead to container refusal.

**3.5.3** No shipments are allowed to be split across two or more containers.

## 3.6 CONTAINER PALLET TYPES

**3.6.1** Pallets must be 1200x1000mm, four-way entry, full perimeter base, or equivalent GKN pallet, and must have complete 4-way support beams (full perimeter base) in order that the pallets can be safely stored in the site racking. If poor quality pallets are used then the delivery will be at risk of refusal (see section 2.5.2 for examples of good and bad practice) and may result in a penalty charge for the costs incurred (see appendix L).



## 3.7 CONTAINER PRESENTATION

### 3.7.1 PALLETISED CONTAINER

**3.7.1.1** Where possible there must be one SKU per pallet. If the order is not in full pallet QTY's, mixed pallets can be used for the residual stock. However, SKU's must be grouped together on the mixed pallet and separated with a cardboard separator.

**3.7.1.2** SKU's >25kg should be palletised and labelled with an over 25kg warning label clearly displayed (see section 2.6.4.1).

**3.7.1.3** Pallet height (including pallet) must not exceed 1.2m.

**3.7.1.4** Total pallet weight must not exceed 1 tonne.

**3.7.1.5** Product must be stacked within the pallet confines unless single product dimensions are larger than the pallet.

**3.7.1.6** Stable pallet build and where applicable pyramid build used.

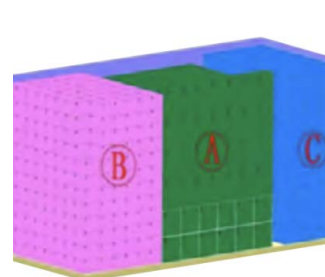
**3.7.1.7** Product safely fixed to the pallet. Stretch clear wrapping is acceptable but must be applied to the pallet loads in a secure manner around the pallet base. Black wrap is NOT to be used.

**3.7.1.8** Plastic banding may be used to secure awkward, irregular or upright loads. NO METAL BANDING to be used.

**3.7.1.9** Double stacking of pallets is only permitted if the load remains secure, products are suitable for double stacking, each pallet is stretch wrapped separately as well as the stack also stretch wrapped together. If, as a result of double stacking, loads become unsafe or damage occurs to the product, Toolstation will refuse the load.

**3.7.1.10** No overhang is permitted on the pallet, unless by prior arrangement, or the product exceeds the maximum dimensions of the pallet.

**3.7.1.11** Pallets must be clearly labelled as per section 2.5.1 (single pallet) and 2.5.2 (mixed pallet).

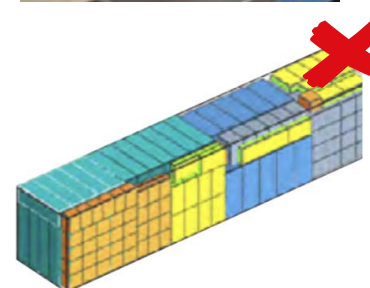


**3.7.1.12** Each carton must be clearly labelled and presented, so it is clear which PO it applies to (see section 2.6.1).

**3.7.1.13** Lashing points (where present) inside containers should be used with ½ inch (4cm) webbing, to secure loads at intervals in at least 4 points inside the container. This should include the centre and rear of the load as indicated in the diagram.

**3.7.1.14** If there are no lashing points, reusable or plastic free airbags should be used alongside webbing at the rear of the container. 12 inch (4cm) webbing should ALWAYS be used at the rear of the container.

**3.7.1.15** Examples of good and bad palletised container loading





# 3. CONTAINER DELIVERY REQUIREMENTS

## 3.7.2 LOOSE LOADED CONTAINER

**3.7.2.1** Containers MUST be safely grouped in SKU layers, with cardboard separators used to segregate SKU's. If the order does not contain enough of one SKU to make a layer, a mixed layer can be used. However, SKU's MUST be grouped together and NOT spread throughout the mixed layer.

**3.7.2.2** Only cartons of <=25kg should be loose loaded into containers. SKU's >25kg should be palletised (see section 3.7.1.2).

**3.7.2.3** Each carton must be clearly labelled and presented, so it is clear which PO it applies to (see section 2.6.1).

**3.7.2.4** Lashing points inside containers should be used where present with 1/2 inch (4cm) webbing, to

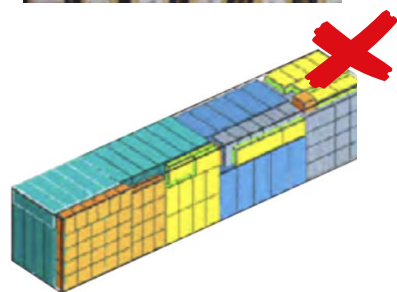
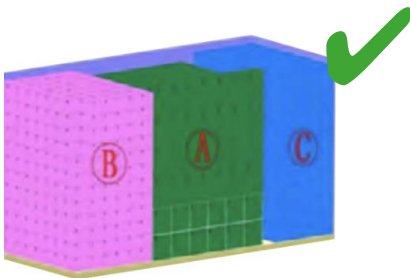
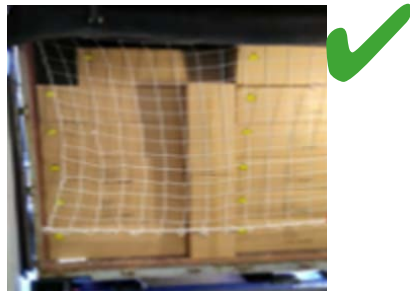
secure loads at intervals in at least 4 points inside the container. This should include the centre and rear of the load as indicated in the diagram.

**3.7.2.5** If there are no lashing points, reusable or plastic free airbags should be used alongside webbing at the rear of the container. 12 inch (4cm) webbing should ALWAYS be used at the rear of the container.

**3.7.2.6** See below, examples of good and bad loose loaded container loading.

## 3.7.3 OVERSIZED/COMPLEX PRODUCTS

For products that DON'T stack easily and/or difficult to load/unload, you must conduct a H&S risk assessment & packaging layout specification with the commercial contact and QA (see section 6).



## 3.8 CONTAINER PALLET LABELS

Please see section 2.5 for example pallet labels and information that will be required.

## 3.9 CONTAINER PRODUCT/ SKU LABELLING

**Warning:** the information specified in this section MUST be adhered to. NOT following this WILL result in a non-conformance being raised.

### 3.9.1 OUTER CARTONS

Labels must contain the following information:

- a) Toolstation SKU number (to be marked on label as "Customer SKU" number)
- b) Toolstation description (to be marked on label as "SKU description")
- c) PO number
- d) Vendor name
- e) Country of origin
- f) Units per outer
- g) SKU barcode (to be marked on label as "Barcode - Customer SKU") - barcode must be an EAN 1D or equivalent format
- h) Expiry date
- i) Batch number (if applicable)
- j) Gross carton weight
- k) If the outer carton is >25kg a heavy label/note should be applied (see section 2.6.4.1).

### 3.9.2 TOOLSTATION OWN BRANDED RETAIL (SALES) PACK

All sales packs should carry the following information where practical as follows:

- a) Toolstation SKU number (to be marked on label as

"Customer SKU" number)

- b) Toolstation description (to be marked on label as "SKU description")
- c) Quantity of product enclosed
- d) SKU barcode (to be marked on label as "Barcode - Customer SKU") - barcode must be an EAN 1D or equivalent format
- e) Expiry date
- f) Batch number (if applicable)
- g) If the product is >25kg a heavy label/note should be applied (see section 2.6.4.1).
- h) Packaging must follow all legal guidelines (see section 6)

### 3.9.3 SUPPLIER BRANDED SALES PACK

All supplier branded sales packs should carry the following information as follows:

- a) SKU barcode (to be marked on label as "Barcode - Customer SKU") - barcode must be an EAN 1D or equivalent format
- b) If product is >25kg a heavy label/note should be applied (see section 2.6.4.1).
- c) Expiry date
- d) Batch number (if applicable)
- e) Packaging must follow all legal guidelines (see section 6).

### 3.9.4 SPECIFIC HANDLING INSTRUCTIONS

**3.9.4.1** Please see section 2.6.4 for any specific handling instruction labels (Weight, Hazardous and other).

## 3.10 CONTAINER NON-COMPLIANCE AND REFUSAL PROCESS

Please see section 4.

## 4. NON-CONFORMANCE PROCESS

**Any of the points detailed in this document must be adhered to, unless prior agreement has taken place to exclude. If not, non-conformances will be raised against the supplier and deliveries may be refused on a number of points (see sections 4.2 and 4.3). Toolstation will not accept any charges from its suppliers or carriers, including any additional costs incurred due to waiting times, refusal or non-delivery.**

### 4.1 DELIVERY REFUSAL COMMUNICATION

In the event of a delivery being refused, it is the responsibility of the supplier to advise the relevant order generator of the arrangements to replace the stock within 24 hours and also what preventative actions are being put into place to prevent recurrence. The order creator will contact the supplier to then review possible order amendments.

### 4.2 REASONS FOR REFUSAL

**4.2.1** Delivery not booked-in (see section 1.3).

**4.2.2** Delivery arrival on a different day to that of the booking slot (see sections 1.4, and 3.3).

**4.2.3** Goods damaged or wet will be rejected at Toolstation's discretion and at the supplier's cost:

**a)** Damages visible at the time of delivery will be communicated to suppliers when the delivery has been fully checked. Toolstation will endeavour to contact suppliers within 3 working days from the time of delivery, however this may be longer on occasions.

**b)** Damages not visible at the time of delivery (e.g. product in multiple layers of packaging) will have their movements tracked through the Distribution Centre and the supplier advised accordingly. No claims will be upheld against receiving dock signatures, these are all deemed as unchecked receipts.

**4.2.4** Incorrect pallet type is used, pallets are over 1.2m, have an overhang or are over >1 ton in weight, where no prior exception has been agreed (see sections 2.3, 2.4, 3.6 and 3.7).

**4.2.5** Any product specification or packaging is delivered which differs to that approved by the Toolstation Buying and QA departments (see section 6).

**4.2.6** The general presentation of goods is deemed unacceptable and/or a potential health & Safety hazard (see sections 2.1, 2.3, 2.4, 3.6 and 3.7).



### 4.3 REASONS FOR 'POTENTIAL' REFUSAL (DC DISCRETION)

**4.3.1** Delivery arrival prior to or after the booking slot window (see sections 1.3.2.4, and 3.3). The driver may be asked to wait off site. Failure to do so will result in a no show.

**4.3.2** The quantity and SKU's being delivered is different to the ordered quantity (see section 1.2.3).

**4.3.3** Incomplete or no paperwork (see section 2.2).

**4.3.4** Goods or packaging (including pallets) are not labelled or labelled incorrectly, this includes not having over 25kg warning labels (see section 2.6.4)

### 4.4 DELIVERY DISCREPANCIES

**4.4.1** All deliveries will be signed un-checked on arrival.

**4.4.2** Checking and notification of discrepancies takes place during Goods-In receiving check.

**4.4.3** Information relating to a delivery received but subsequently found to be short or over - we will endeavour to communicate to the relevant supplier within 3 working days (Where returns are applicable, see section 5). We define working days as Monday to Friday not including Bank Holidays.

### 4.5 NON-COMFORMANCE REPORTING

Deliveries that do not conform to our requirements as set out in all sections of the manual will be recorded and logged as non-conformance incidents, which will be fed back to the supplier through the most appropriate channels.



## 5. RETURNS

**This section describes Toolstation's requirements expected from all our suppliers with regards to the return of goods. The return of product may be raised for a variety of reasons detailed below, and we would ask that suppliers read and understand the process for dealing with these. Depending on the type of return identified, this may result in the return requiring collection from either the DC or the Returns processing centre.**

### 5.1 CONTACTS

**5.1.1** Returns processing centre contacts and address – *see appendix G*

**5.1.2** Toolstation returns admin contacts – returns2a@toolstation and stockreturns@toolstation.com

**5.1.3** Toolstation DC contacts – *see appendix B*

### 5.2 REASONS FOR RETURN

Products will require collecting from our DC's and/or Returns Processing Centre when, for example:

**5.2.1** DC's are instructed to remove goods from sale due to a quality/barcode/safety critical issue (re-call).

**5.2.2** A delivery of stock is received, and stock subsequently found to be damaged and/or incorrect.

**5.2.3** Uplifts (RTV) as agreed between the category manager and supplier (by specific agreement) –

suppliers will not be allowed onsite to inspect stock.

**5.2.4** De-ranged/Delisted stocks (RTV) – suppliers will not be allowed onsite to inspect stock.

**5.2.5** Over deliveries.

**5.2.6** Customer Returns faulty goods.

### 5.3 RAISING RETURNS PROCESS

#### 5.3.1 RETURNS FROM THE DESIGNATED PROCESSING CENTRE

**5.3.1.1** An initial return manifest will be created and sent out to the supplier from our returns processing centre to notify about the stock being returned.

**5.3.1.2** A return order (see appendix H) will then be created once stock has been collected. The suppliers will be provided with the below:

- a) Product details and quantities (may also include retail price).
- b) Estimated number of pallets/boxes.
- c) Notification of where the stock is to be collected.
- d) Toolstation AWA number raised by the Toolstation returns contact (see section 5.1.2) and will include current system price for the item.

#### 5.3.2 RETURNS FROM DC

A return order (see appendix H) will then be created prior to collection to notify the suppliers about stock being returned. The suppliers will be provided with the below:

- a) Product details and quantities (may also include retail price).
- b) Estimated number of pallets/boxes.
- c) Notification of where the stock is to be collected.
- d) Toolstation AWA number raised by the Toolstation returns admin team (see section 5.1.2) and will include current system price for the item.

### 5.4. SUPPLIER ACKNOWLEDGMENT

The supplier should acknowledge receipt of the Manifest or Returns order (whichever first) and arrange the collection within 2 working days via email (see appendix B). If not booked in for collection, the load will be refused, asked to book in the collection, and recorded as a failed collection.

### 5.5 COLLECTION REQUIREMENTS

**5.5.1** Vendors will be expected to make collections within 5 working days from when the return is highlighted to the supplier, at their own cost. Back loading/hauling of returned stock at the point of delivery (DC's only) is an option, where prior arrangement has been agreed. This will need to be arranged at the point of the inbound delivery booking request.

**5.5.2** If an arranged collection fails, then the Returns team will contact the supplier and request a 2nd attempt at collection.

**5.5.3** If a return continuously fails or the supplier refuses to collect, the stock will be held for 30 days and then disposed of, (either by sale or destruction) and the supplier account debited for the following:

- a) Any storage costs
- b) The full cost of the uncollected stock
- c) The cost of the disposal or sale

*Please Note: returns can be sent back by Toolstation where prior agreement has been made with Commercial at the supplier cost.*

### 5.6 RETURNS DEBIT NOTE

A debit note (see appendix I) will be raised 2 weeks after the stock has been collected, to allow for discrepancies to be raised (see section 5.7) – this will include the Toolstation AWA number and collection number (T).

### 5.7 COLLECTION DISCREPANCIES

**5.8.1** The supplier has 2 weeks (14 days) from the date of collection, or from the date items were returned to the vendor by Toolstation, to challenge any discrepancies with the Return Order with both Toolstation returns admin emails (both contact emails must be copied in, see section 5.1.2). After the 2 weeks, Toolstation will presume the Return Order has been received without any discrepancies.

**5.8.2** If a discrepancy is raised, this advice must be sent formally to the Toolstation returns contact (see section 5.1.2), with a spreadsheet containing details of the SKU number, description, quantity advised, quantity received and the value of the variance. Any issues raised within this 2 week period, the debit note (see appendix I) will be adjusted if agreed, and the supplier will issue a credit note to match within a further 5 working days.

**5.8.3** Any discrepancies raised after the above deadlines will not be investigated and the vendor will be liable.

### 5.8 REPLACEMENT ITEMS FOR RETURNED GOODS

Where a replacement agreement is in place and stock is to be sent to Toolstation as a replacement for a returned item, the new stock must go back to the returns processing centre with the original AWA and T number relating to the original return. Notification must be provided to the returns processing centre 48 hours prior to the return delivery date.



## 6. QUALITY ASSURANCE (QA)

**This section aims to provide a guide and overview of Toolstation's requirements expected from all suppliers, with regards to QA. For more detailed and specific information requests and queries it is recommended that you speak with your commercial contact at Toolstation who will put you in contact with the QA team. Failing that, you can use the contact details provided below.**

### 6.1 SUPPLIER AUDITING

#### 6.1.1 CONTACTS

**6.1.1.1** Audit team – toolstation@verisio.global

**6.1.1.2** Quality assurance team – quality.assurance@toolstation.com

#### 6.1.2. KEY Pillars

Toolstation, which is part of Travis Perkins PLC, has a modern and dynamic supply chain and requires all suppliers to commit to our responsible sourcing policy. All suppliers will be sent an 'Online Risk Audit (ORA)' which is based on three pillars of our suppliers operations:

- a)** Technical and Quality – the supplier shall have processes and procedures that ensure products are safe, legal, quality and traceable.
- b)** Ethical (inc. modern slavery) – ethically behaved suppliers with known supply chains.
- c)** Environmental – better and sustainable products & packaging.

#### 6.1.3 SUPPLIER ASSESSMENT

**6.1.3.1** Suppliers shall be independently assessed via our audit team at Verisio who will manage and report to Toolstation on a regular basis. Suppliers will provide all data requirements to Verisio in a timely manner and for the purposes of the Modern Slavery Act this includes detailed documentation of employment and supply chain transparency.

**6.1.3.2** Suppliers will be graded depending on risk and the results are reported into the commercial teams.

**6.1.3.3** Suppliers shall be proactive in the timely presentation of data which is robust and accurate – the supplier is responsible for the accuracy and any delay may impact on products being made available for sale.

**6.1.3.4** No manufacturing site shall be changed without formal approval from your commercial contact and the Quality Assurance team. Quality Assurance team shall have right of access to all supply chains for the purpose of conducting audits and for the management of issues of concern.

**6.1.3.5** Toolstation will charge back to you an admin fee of £500 + VAT, (for the Independent assessment), failure to comply may result in delay to product listing.

### 6.2 PRODUCT DUE DILIGENCE (SAFE, LEGAL, QUALITY PRODUCTS)

**6.2.1** The safety of our customers is of paramount importance and the supplier shall provide all appropriate documentation in a timely manner, and before any product is made available for sale.

**6.2.2** Suppliers will be required to provide certification and complete Supplier Product Information Request (SPIR); this includes completing a risk assessment and providing the appropriate declarations of conformity/performance and/or material safety data sheets (MSDS) and also substantiation regarding any marketing claims.

**6.2.3** No product will be made available for sale until certification and/or appropriate declarations have been provided and approved by the Toolstation Quality Assurance team.

**6.2.4** Under no circumstances are suppliers to change product specification without the prior approval of the Toolstation Category Buyer and Quality Assurance Manager.

**6.2.5** Suppliers will maintain returns data and use trend analysis, together with appropriate procedures, to ensure the effective implementation of return reduction programmes to ensure that products "remain sold".

**6.2.6** The supplier shall have an effective environmental assessment of products which will reduce plastic in packaging and have meaningful targets that are agreed by Toolstation commercial and Quality Assurance teams.

**6.2.7** Toolstation will employ various third parties and we expect that suppliers provide data in a timely manner e.g. packaging waste data.

## 7. APPENDICES

### APPENDIX A

#### Booking-In Form



#### Booking Form

Requested Delivery Date (Mon-Fri)	Requested Delivery Time (06:00 - 14:00)	Toolstation DC	PO Number	Supplier	Carrier	Number of Single SKU Pallets	Number of Mixed Pallets	Number of Cartons	Order Value (£)	Number of Order Lines	Additional Information

**Things to be aware of:**

\*All deliveries must be booked via email at least 48hrs in advance of the expected delivery date using this booking form. Failure to do so may result in your delivery being delayed and all deliveries attempted without a confirmed delivery slot will be refused.

\*The bookings Team will allocate a timed delivery slot for your delivery. This will be confirmed via email and delivery must not be attempted until you have received a confirmed delivery slot.

\*The Bookings team will endeavour to provide the requested delivery slot, but delivery slots are provided on a first come first served basis.

\*Your delivery will be allowed on site for receiving one hour either side of your delivery slot. Any deliveries booked for 06:00 will only be allowed on site from 06:00. All deliveries that arrive outside the one-hour slot either side will be refused.

\*A copy of the delivery note must be sent as an attachment to the bookings email and a hard copy attached to the delivery. Failure to do so may result in our delivery being delayed.

\*The Bookings Team must be notified about any changes to a delivery date, time number of pallets or number of cartons at least 24hrs in advance of the confirmed delivery slot using the booking amendment form.

\*If for any reason a confirmed delivery slot is not suitable, this must be changed via the booking amendment form.

## 7. APPENDICES

### APPENDIX B - DC CONTACT DETAILS

#### BRIDGWATER

Express Park, Bristol Road,  
Bridgwater TA6 4RN  
Booking In Tel: 01278 411256  
E-mail: goods-in.3a@toolstation.com  
Goods In Opening: (Mon-Fri) 6am-10pm

#### REDDITCH

Arrow 3, Arrow Valley, Claybrook Drive,  
Redditch B98 0FY  
Booking In Tel: 01527 505073  
E-mail: goods-in.redditch@toolstation.com  
Goods In Opening: (Mon-Fri) 6am-10pm

#### DAVENTRY

Unit 3, Parsons Road  
Drayton Fields Industrial Estate,  
Daventry NN11 8RA  
Booking In Tel: 01327 308383  
E-mail: goods-in.daventry@toolstation.com  
Goods In Opening: (Mon-Fri) 6am-10pm

#### MIDDLETON

Stakehill Industrial Estate,  
Touchet Hall Road, Middleton,  
Manchester, M24 2RP  
Booking In Tel: 0161 2499705  
E-mail: goods-in.middleton@toolstation.com  
Goods In Opening: (Mon-Fri) 6am-10pm

#### 3PL TEAM (CONTAINERS)

Unit 3, Parsons Road  
Drayton Fields Industrial Estate,  
Daventry NN11 8RA  
E-mail: 3pl.daventry@toolstation.com

#### NORTHAMPTON

(Estimated opening Q1 2022 TBC)  
Toolstation, DC5, Upton Valley Way North  
Northampton NN4 9FJ  
Booking In Tel: TBC  
E-mail: TBC  
Goods In Opening: TBC





# 7. APPENDICES

## APPENDIX C

### Booking Amendment Form



### Booking Amendment Form

Toolstation DC	PO Number	Supplier	Carrier	Current Booking							Revised Booking							Reason for change	Additional Information
				Confirmed Delivery Date (Mon-Fri)	Confirmed Delivery Time (06:00 - 14:00)	Number of Single SKU Pallets	Number of Mixed Pallets	Number of Cartons	Order Value (£)	Number of Order Lines	New Requested Delivery Date (Mon-Fri)	New Requested Delivery Time (06:00 - 14:00)	Number of Single SKU Pallets	Number of Mixed Pallets	Number of Cartons	Order Value (£)	Number of Order Lines		

#### Things to be aware of:

\*All deliveries must be booked via email at least 48hrs in advance of the expected delivery date using this booking form. Failure to do so may result in your delivery being delayed or refused.

\*If you are requesting a new delivery date or time, the Bookings Team will allocate a new timed delivery slot for your delivery. This will be confirmed via email and delivery must not be attempted until you have received a new confirmed delivery slot.

\*The Bookings team will endeavour to provide the requested delivery slot, but delivery slots are provided on a first come first served basis.

\*Your delivery will be allowed on site for receiving one hour either side of your delivery slot. Any deliveries booked for 06:00 will only be allowed on site from 06:00. All deliveries that arrive outside the one-hour slot either side will be refused.

\*A copy of the delivery note must be sent as an attachment to the bookings email and a hard copy attached to the delivery. Failure to do so may result in our delivery being delayed.

\*The Bookings Team must be notified about any changes to a delivery date, time number of pallets or number of cartons at least 24hrs in advance of the confirmed delivery slot using the booking amendment form.

\*If for any reason a confirmed delivery slot is not suitable, this must be changed via a new booking amendment form.

# 7. APPENDICES

## APPENDIX D

Supplier Health & Safety Expectations [\(Link\)](#)

### TOOLSTATION

#### Our Health and Safety Expectations of Suppliers

Nothing we do is more important than making sure we all go home safe and well at the end of every day to our family and friends. That's why keeping each other safe is a Cornerstone of our business.

As a supplier to the Group your delivery activities, and that of any third party you contract delivery to, have the potential to significantly impact safety at our branches, Distribution Centres as well as at our customer sites.

It is important that we work together to ensure these risks are eliminated where possible or otherwise controlled.

In this section we outline our Health and Safety Expectations of Suppliers delivering to our sites and directly to our customers as well as what you can expect in return. Our safety expectations for rehire suppliers working for our Tool Hire businesses are detailed in a separate document, this will be given to you by the relevant Category Manager.

#### Our Expectations of You and Your Delivery Partners

**We expect as a Supplier to the Group that you meet the following Health and Safety requirements:**

- Have a Safety Management System in place as well as risk assessments and safe systems of work in relation to all activities you undertake including at our sites and at our customers sites on our behalf.
- You must have effective methods of monitoring the Health and Safety standards of both your employees and 3rd party providers, this includes having arrangements in place for workplace inspections, systems audits and incident reporting and investigations.

#### Your Safety Management System

All suppliers delivering to our locations are expected to have a suitable safe system of work for their drivers to ensure the safety of unloading / loading activities. This should be based on a suitable and sufficient risk assessment and, for each risk, the hierarchy of risk control should be used to eliminate the risk or reduce it to as low as reasonably practicable.

- Ensure that your drivers are fully and regularly briefed on our Health and Safety Expectations and how they affect them.
- Plan your vehicle's load / route so that it can be off loaded / loaded safely and wherever possible without the need for people to access the vehicle bed, making sure that the load is adequately secured at all times whilst in transit.
- Should you outsource your delivery activities to a 3rd party, it is your responsibility to ensure that they meet our Health and Safety Expectations for Suppliers as we see them as part of your business.

An important consideration here is for you to ensure effective route and load planning to remove or reduce the need for people to access the bed of the vehicle to complete the off load or loading activity. As part of this you should also ensure that loads are adequately secured to prevent them moving or falling from the vehicle during transit.

### TOOLSTATION

#### Our Health and Safety Expectations of Suppliers

##### Delivering to Our Sites

When delivering to our sites (Stores, Branches or Distribution Centres) it is important to note that there will be pedestrians in and around the yard and car park areas, some of these will be our colleagues, others will be customers, contractors or members of the public.

Each of our locations has a site specific traffic management plan which details their local management arrangements to keep pedestrians, vehicles and off loading / loading operations separate and where this is not possible it details the controls you must follow.

##### Upon arrival at our locations your drivers should:

- Familiarise themselves with the requirements of the traffic management plan.
- Make sure they are wearing a high visibility vest or jacket and safety footwear.
- Not enter our yard until directed to do so by our Yard Supervisor (or equivalent) - at some sites you might not be permitted to wait outside due to traffic regulations, in such cases you must have in place a suitable method of ensuring the yard is safe for you to enter e.g. calling ahead whilst safely parked in a designated parking up point.
- A Team Member will direct the driver to the offloading / loading area.
- Follow any instructions or directions provided by our yard supervisors or Banksman. Heavy goods vehicles should not reverse at our locations without the supervision of a banksman.

**Note:** We use the term 'Banksman' to mean someone who supervises the vehicles reversing area ensuring that pedestrians are not in it.

- Before off loading / loading takes place, ensure the vehicle's handbrake is engaged and, where possible, the ignition key removed to prevent the vehicle from being driven off whilst it is still being worked on. Depending on the load and method of unloading, we may ask you to follow additional local rules in relation to waiting in a safe place.
- Wear a hard hat with a retaining device when opening vehicle doors / curtains, operating cranes / lifts or whilst working on the bed of the vehicle.
- Not move your vehicle whilst it is being loaded or unloaded and follow any local site safety rules in relation to signage, skipper systems / barriers or wheel chocks.
- Follow your company's Safe System of Work for off loading / loading your vehicle. If we are off loading / loading products using one of our Forklift Trucks you must stand at least 2m away from it when it is in use, or in the case of an overhead crane you must stand in the safe zone as directed by our crane operator.

**Drivers are more than welcome to use our welfare facilities whilst their vehicle is being off loaded / loaded.**

##### Delivering to Our Customers Sites

From time to time we may require that you deliver directly to our customer's sites. Each site is likely to be different to the next and whilst we expect that you follow our safety expectations for delivering to our sites (above), the customer's site Health and Safety rules will take precedence.

**Importantly too in all cases - whether delivering to our sites or our customers - your drivers should be capable of assessing risks and conducting dynamic risk assessments.**

### TOOLSTATION

## 7. APPENDICES

### APPENDIX E

Group Supplier Safety Card [\(Link\)](#)

Travis Perkins 

**Stay Safe.** 'Your Safety is our Priority'  
ALL DRIVERS MUST FOLLOW OUR STAY SAFE RULES

- 1 ALL DELIVERY DRIVERS REPORT TO YARD SUPERVISOR FIRST**  
   
SPEED LIMIT M.P.H. DANGER FORKLIFT TRUCKS
- 2 ALWAYS WEAR PPE**  
INCLUDING HIGH VISIBILITY VEST OR JACKET, SAFETY FOOTWEAR  
 
- 3 ALWAYS OBEY TRAFFIC SIGNS / MARKINGS**  
 
- 4 ALWAYS EXIT THE CAB DURING LOADING / UNLOADING AND, WHERE POSSIBLE, REMOVE THE IGNITION KEY**  
 
- 5 ALWAYS WEAR A HARD HAT WHEN OPENING VEHICLE DOORS / CURTAINS, OPERATING CRANES / LIFTS OR WHEN ON THE BED OF THE VEHICLE**  
 
- 6 NEVER REVERSE WITHOUT A BANKSMAN**  
 
- 7 NEVER STAND NEXT TO THE FORKLIFT TRUCK DURING LOADING/UNLOADING**  
 

 Travis Perkins  Wickes       

EVERYONE HOME SAFE AND WELL **EVERY SINGLE DAY**

**TOOLSTATION**



## 7. APPENDICES

### APPENDIX F

Delivery Paperwork Example

Supplier Detail: Name Address Email Address Telephone Number					Delivery Note	
					82435	Page 1
					Date :	25/11/2021
<b>Invoice To :</b>				<b>Delivery to :</b>		
Toolstation Ltd				Toolstation Ltd		
Mellard Court				Arrow 3, Arrow Valley		
Express Park				Claybrook Drive		
Bristol Road				REDDITCH		
BRIDGWATER				B98 0DR		
Somerset TA6 4RN						
Customer Order No : ARS01075366				Account No : TOO047		
Qty	Unit	Product Code	Product Description	Qty	Remaining	
72	20mFor	89816WJ	6mm Multi Function Rope WHITE - Former		0.000	
			63493			
10	15mFor	89817WJ	8mm Multi Function Rope WHITE - Former		0.000	
			61577			
40	2.5m	19334ZE	4x26 ST Welded Chain ZP		0.000	
			46012			
25	Single	SECU030F	11mm Cam Lock (25per inner)		0.000	
			70210			
30	Single	SECU052F	32mm Cam Lock (15per inner)		0.000	
			55903			
30	Single	SECP0504B-KA	40mm Laminated Steel Padlock - Keyed		0.000	
			92949			
60	Single	SECU047F-KA	27mm Cam Lock - Keyed Alike (15per inner)		0.000	
			55114			
100	10/bag	57304ZF	4mm ST Ess Hooks OBE ZP		0.000	
			33814			
12	Single	95380HC	12x150 Quadlink Security Chain - Fabric		0.000	
			85267			
6	Single	95382HC	12x200 Quadlink Security Chain - Fabric		0.000	
			61192			
30	Single	SECC141	10mm x 1.8m ST Dble Loop Sec Cable		0.000	
			16759			
1	2/BG	35493WK	90cm Post Red/White+round base		0.000	
			94913			

## 7. APPENDICES

### APPENDIX G

#### Returns Contact Details

#### RETURNS AGENT

**Katy**

E-mail: [kbayliss@iforcegroup.com](mailto:kbayliss@iforcegroup.com)  
IForce House, Unit 1 Ore Lane, Midlands Logistics  
Park, Corby, Northamptonshire NN18 8ET

**Wayne**

E-mail: [wlees@iforcegroup.com](mailto:wlees@iforcegroup.com)  
IForce House, Unit 1 Ore Lane, Midlands Logistics  
Park, Corby, Northamptonshire NN18 8ET

**Pippa**

E-mail: [pbayliss@iforcegroup.com](mailto:pbayliss@iforcegroup.com)  
IForce House, Unit 1 Ore Lane, Midlands Logistics  
Park, Corby, Northamptonshire NN18 8ET

**Alina**

E-mail: [acalota@iforcegroup.com](mailto:acalota@iforcegroup.com)  
IForce House, Unit 1 Ore Lane, Midlands Logistics  
Park, Corby, Northamptonshire NN18 8ET

# 7. APPENDICES

## APPENDIX H

### Returns Order Example

Print Authorise for payment Sage >>

**Toolstation Ltd:** [REDACTED]

**Return To Supplier**

Supplier [REDACTED] Toolstation site [REDACTED]

Our account no: [REDACTED] Collection address [REDACTED]

Supplier address [REDACTED] Invoice address [REDACTED]

Supplier contact [REDACTED]

Tel: [REDACTED]

Fax: [REDACTED]

Detail

PO number: [REDACTED]

Date placed: [REDACTED]

Date booked in: [REDACTED]

Date expected: [REDACTED]

Lead time: [REDACTED]

Date delivered: [REDACTED]

Date completed: [REDACTED]

Associations [REDACTED]

Actions

Generated by: [REDACTED]

Completed by: [REDACTED]

[Barcode: RMR01063739]

Line #	Your ref	Intrastat	EAN	Weight (unit/kg)	Our ref	Our desc	Packed as	Rcvd	Ordered	Unit price	Total native	Total local (GBP)
1	GB6.4306/USB/D	85366990	5017399394738	0.208	51727	[REDACTED]	Each	-1	-1		-	
2	GB6.TSSB629P10	85389099	5010620548412	0.610	10551	[REDACTED]	10 Pk	-2	-2		-	
3	SB629	3926909790	5017399092955		96918	[REDACTED]	Each	-1	-1		-	
4	SB632	3926909790	5017399093006		76952	[REDACTED]	Each	-1	-1		-	
5	NHXB06	8536201090	5013601081823		73252	[REDACTED]	Each	-2	-2		-	
6	NHXB10	8536201090	5013601081847		43299	[REDACTED]	Each	-1	-1		-	
7	NHXB16	8536201090	5013601081854		29719	[REDACTED]	Each	-1	-1		-	
8	NHXB20	8536201090	5013601081861		89036	[REDACTED]	Each	-2	-2		-	
9	B6	8536201090	5013601074504		38609	[REDACTED]	Each	-1	-1		-	
10	B20	8536201090	5013601074535		41848	[REDACTED]	Each	-1	-1		-	
11	9706	85366990	5017399288754	0.001	35599	[REDACTED]	Each	-1	-1		-	
12	GB6.4306	85366990	5017399029135	0.170	92686	[REDACTED]	Each	-4	-4		-	
13	GB6.4170	85363010	5017399029180	0.066	47942	[REDACTED]	Each	-2	-2		-	
14	GB6.4172	85363010	5017399029197	0.082	74693	[REDACTED]	Each	-1	-1		-	
15	GB6.4173	85363010	5017399029203	0.100	20017	[REDACTED]	Each	-1	-1		-	
16	GB6.4015/3	85363030	5017399029227	0.118	18186	[REDACTED]	Each	-1	-1		-	
17	GB6.4016/3	85363030	5017399029272	0.176	82363	[REDACTED]	Each	-1	-1		-	
18	GB6.7091	85389099	5017399043162	0.044	95487	[REDACTED]	Each	-1	-1		-	
19	GB6.9048	85381000	5017399014520	0.110	14130	[REDACTED]	Each	-1	-1		-	
20	GB6.3420	85366190	5017399050726	0.120	60962	[REDACTED]	Each	-2	-2		-	
21	GB6.2167	85363030	5017399043155	0.400	34147	[REDACTED]	Each	-1	-1		-	
22	GB6.NHXS1B40	85362010	5013601083193	0.163	98213	[REDACTED]	Each	-1	-1		-	
23	GB6.4460/DW	85363030	5017399114749		46026	[REDACTED]	Each	-2	-2		-	
24	GB6.4492	85363010	5017399009519		12654	[REDACTED]	Each	-1	-1		-	
25	GB6.4460/HB	85363030	5017399114794		44363	[REDACTED]	Each	-1	-1		-	
26	GB6.9201/BG	85381000	5017399014599		27685	[REDACTED]	Each	-1	-1		-	
27	GB6.LSDR10BUB8	85371098	5017399432928		83535	[REDACTED]	Each	-2	-2		-	
28	GB6.LSDR15BUB12	85371098	5017399432942		20103	[REDACTED]	Each	-1	-1		-	
29	GB6.MNSPE8318/4NR	85371098	5017399446024		98257	[REDACTED]	Each	-1	-1		-	
30	GB6.WNM1770	85371098	5013601108971		95420	[REDACTED]	Each	-1	-1		-	
31	GB6.WNM1772	85371098	5013601108988		71730	[REDACTED]	Each	-1	-1		-	
32	GB6.WNM1773	85371098	5013601108995		47826	[REDACTED]	Each	-2	-2		-	
											GBP	GBP

Collection Information

Telephone number: 01278 410297

Email address: [returns2a@toolstation.com](mailto:returns2a@toolstation.com)

Extra notes / special instructions

COLLECTED FROM IFORCE 27/10/21 LOAD ID T161355



# 7. APPENDICES

## APPENDIX I

### Debit Note Example

Supplier Address  
Details



Toolstation Limited



Tel: [Redacted]

VAT No. [Redacted]

Company Registration No. [Redacted]

Description	Net	VAT	VAT %	Gross
Returned Goods - SKU 51727 - Qty 1			20.00	
Returned Goods - SKU 10551 - Qty 2			20.00	
Returned Goods - SKU 96918 - Qty 1			20.00	
Returned Goods - SKU 76952 - Qty 1			20.00	
Returned Goods - SKU 73252 - Qty 2			20.00	
Returned Goods - SKU 43299 - Qty 1			20.00	
Returned Goods - SKU 35599 - Qty 1			20.00	
Returned Goods - SKU 92686 - Qty 4			20.00	
Returned Goods - SKU 82363 - Qty 1			20.00	
Returned Goods - SKU 95487 - Qty 1			20.00	
Returned Goods - SKU 29719 - Qty 1			20.00	
Returned Goods - SKU 89036 - Qty 2			20.00	
Returned Goods - SKU 38609 - Qty 1			20.00	
Returned Goods - SKU 41848 - Qty 1			20.00	
Returned Goods - SKU 46026 - Qty 2			20.00	
Returned Goods - SKU 12654 - Qty 1			20.00	
Returned Goods - SKU 47942 - Qty 2			20.00	
Returned Goods - SKU 74693 - Qty 1			20.00	
Returned Goods - SKU 20017 - Qty 1			20.00	
Returned Goods - SKU 18186 - Qty 1			20.00	
Returned Goods - SKU 98257 - Qty 1			20.00	
Returned Goods - SKU 95420 - Qty 1			20.00	
Returned Goods - SKU 14130 - Qty 1			20.00	
Returned Goods - SKU 60962 - Qty 2			20.00	
Returned Goods - SKU 34147 - Qty 1			20.00	
Returned Goods - SKU 98213 - Qty 1			20.00	
Returned Goods - SKU 71730 - Qty 1			20.00	
Returned Goods - SKU 47826 - Qty 2			20.00	
Returned Goods - SKU 44363 - Qty 1			20.00	
Returned Goods - SKU 27685 - Qty 1			20.00	

VAT Analysis		
VAT %	Net	VAT
20%		

Net	VAT	Gross

Payment Terms: 0 Days  
Queries must be notified within 21 days from invoice date

Bank Account Name: Toolstation Limited  
Account No: 40670422  
Sort Code: 60-24-37



## 7. APPENDICES

### APPENDIX J

Guide for the Type of ASN  
Information Required


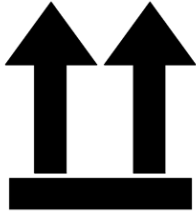



Please note: Toolstation will provide and  
confirm the exact data formats and EDI  
standards at a later date

Data Field	Required/Optional
<u>Supplier Details:</u>	
Supplier address details	Required
<u>Delivery Details:</u>	
PO number/Delivery reference	Required
Delivery Date	Required
Delivery address details	Required
<u>Delivery Consignment Details for Each Product</u>	
SKU number	Required
QTY on delivery	Required
Batch number	Optional (if product has a batch number)
Expiry date	Optional (if product has an expiry date)
Manufacture date	Optional (if product has a manufacture date)

# 7. APPENDICES

## APPENDIX K

Examples of Some Special Handling Icons

Fragile	Upward Arrow	Keep Dry	Handle with Care	Flammable
				



## 7. APPENDICES

### APPENDIX L

Non-Conformance charges

Non-Conformance Type	Charges up to
Not sufficient notification of delivery date/time change	£500 per booking slot
Incorrect pallet	£500 per booking slot

## 8. GLOSSARY OF TERMS

### **ASN**

Advanced ship note (see appendix J for example).

### **AWA number**

Another phrase for a Toolstation PO number.

### **Back Orders**

An old order containing the residual amount of stock when the order has not been fulfilled in full.

### **Batch Number (if applicable)**

This is a unique code used to identify and trace a set of identical products (e.g. production time, production date, identification code etc)

### **Barcode**

A machine-readable code in the form of numbers and a pattern of parallel lines of varying widths (Toolstation require an EAN 1D or equivalent format barcode).

### **Booking Reference**

A unique code identifying the date and time of a scheduled delivery.

### **Container**

A sealed, rigid, reusable metal box used to hold goods that require transport usually by vessel, but can also be used for transport via rail and road.

### **DC**

Distribution Centre (otherwise known as warehouse).

### **Delivery Note**

A document that accompanies a shipment of goods to provide detail as to what is included on the shipment.

### **Delivery Slot**

A date and time pre agreed for the delivery of specific goods/pallets.

### **Each (EA)**

The smallest selling unit of measure.

### **Expiry Date**

The date on which something comes to an end, can no longer be used.

### **Fixed Slot**

A dedicated day and time a certain supplier has guaranteed for their delivery.

### **Inner Cartons**

The number of individual cartons/packages within each of the outer cartons.

### **Minimum carriage paid order value**

The minimum value an order has to be so that a carriage charge is not incurred.

### **MSDS**

Material Safety Data Sheets.

### **NPI**

New Product Introduction.

### **OTIF**

On Time In Full.

### **Outer Carton**

The box that the SKU/Each's are housed in on the pallet.

### **Pallet Number**

The pallet number that pallet represents on the delivery e.g. 2 of 26.

### **PO**

Purchase Order. Usually a AWB/AMS/ADS/ARS number is provided when an order is raised.

### **PPE**

Personal Protective Equipment.

### **Product Description**

This is the description that Toolstation refer to for the product.

### **QA**

Quality Assurance.

### **QC**

Quality Control.

### **Return Order**

Information provided to notify the supplier about stock being returned.

### **RTV**

Return to Vendor.

### **SKU**

Stock Keeping Unit. Usually a 5 digit reference number, given to each product.

### **SKU Qty on Pallet (selling units)**

This is the amount of selling units stored on the pallet.

### **SPIR**

Supplier Product Information Request.

### **Standard Slot**

A one off delivery date/time provided by goods-in for a supplier delivery.

### **Supplier Name**

The account name referred to by Toolstation when setting up the supplier.

### **Supplier Number**

The supplier ID number assigned to the supplier in Extranet. This can be provided by your Toolstation contact.

### **Suzie Lock**

A mechanical device that prevents the unauthorised movement of a trailer.

### **Ti Hi**

Ti = number of cartons on a pallet layer; Hi = number of layers of cartons on a pallet.

### **Waiting Time Charges**

Charges applied due to waiting times incurred.

### **Working Day**

Toolstation class a working day as Monday to Friday (does not include bank holidays).

# THANK YOU FOR YOUR CO-OPERATION

**WE LOOK FORWARD TO  
RECEIVING YOUR NEXT  
DELIVERY SOON!**

If you have any questions, please feel  
free to contact:

## **THE GOODS IN TEAM**

[goods-in.redditch@toolstation.com](mailto:goods-in.redditch@toolstation.com)

[goods-in.3a@toolstation.com](mailto:goods-in.3a@toolstation.com)

[goods-in.daventry@toolstation.com](mailto:goods-in.daventry@toolstation.com)

[goods-in.middleton@toolstation.com](mailto:goods-in.middleton@toolstation.com)



**TOOLSTATION**