



MRP SUPLIER MANUAL

Local & Cross border

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INTRODUCTION – SUPPLIER MANUAL

New Suppliers:

- The complete Supplier manual must be worked through to avoid any confusion at the time of making your first appointments and deliveries into the DC (Distribution Centre). Supplier deliveries will not be accepted into the DC, or any Mr Price depot unless they comply with all requirements detailed in the manual. Visits to the distribution centre can be arranged on request. If you are using a 3rd party transporter please note it remains the supplier's responsibility to ensure they are trained and understand the process at the Distribution Centre. The supplier may also arrange to bring their transporter to site for orientation.
- Please also ensure that you are familiar with the Mr. Price Group SupplyIT portal. The details are as follows:

SupplyIT URL: <http://supplyit.mrpricegroup.com/SRM>

- For training or to get a refresher with regards to how SupplyIT works and what is done on the portal, please check out the following for virtual training:

Training URL: <http://supplyit.mrpricegroup.com/Common/supplyItPortal.html>

DC orientation visits: NSingh@mrpg.com; CSubramany@mrpg.com; JHSmith@mrpg.com


APPOINTMENTS (ALL DC APPOINTMENTS DONE ON SupplyIT)

Process:

All deliveries must be available for delivery from the **Monday of the delivery window**.

All orders placed will indicate a date the stock must be available for delivery to the DC or Regional Depot. This is the “**Delivery Date**” on the Purchase order and will reflect the Monday’s date of the Delivery week. The DC will make bookings based on flow requirements in the DC to achieve the Divisions requirements.

15/07/2019 Page 2



PURCHASE ORDER

Mr Price Home a Division of Mr Price Group limited


VAT Registration 4420116552
AMENDED NO : 3

Destination Branch: 799
Mr Price Home Hammarsdale DC
ERF 249 Cliffdale
Keystone Park
Hammarsdale
3700
South Africa

Supplier: NEW0010

Email Address:
Goodsupplier@mailman.com

Terms: 30 DAYS STATEMENT 30TH: 5.0%
Vendor Vatcode: RSA Standard
Currency: SOUTH AFRICAN RAND
Exchange Rate: 1.00

Order No: 1020319000975-1 

Order Date: 08/03/2019

Stage: Appointment Made **Status:** Amended

Origin Country: South Africa
Origin Port: DURBAN

Delivery Date: 15/07/2019

Delivery Type: Flowthrough Solids
Swingtag Date: 15/06/2019

Buyer's Name Ron McDonald
Authorised By Tom Jones
Ship By Date: 14/07/2019

Line	Cat.	Item	Description	Colour	Style No	Swing Tag	Qty	Cost (Exc vat)	Cost (Incl vat)
1	32010	17147	500 PIECE PUZZLE WORLD MAP	MULTI	978174363343	HZS1	4		3

QA Seal No: H113421091
 Pack Size: 6

- Should due to unforeseen circumstances, the delivery date be unachievable, an amendment to the delivery window period needs to be requested with the respective Buying team before requesting a new delivery appointment with the DC (please refer to the respective Divisional Supply Chain Manager for terms and conditions, as penalties may be incurred).

- Prior to delivery all orders must have been QA passed by the respective Divisional Quality Auditor or QIMA and given a QA seal number. Please refer to the respective Divisional QA manual for both QA seal and bulk QA processes (please note that a delivery cannot be made until both are passed and updated in Red World).
- Please note that QA is not part of the DC process, and all orders will be deemed as non-arrival if not delivered due seals not done (PO must arrive with QA pre-loaded or the DC system will not get the required data from RedWorld). Please ensure this has been done and captured prior to dispatching of goods. The DC system cannot receive stock that is not QA passed.
- You cannot request a Standby appointment if the stock is not already QA passed. The QA team will not make emergency QA appointments for a Standby as this is not a guaranteed booking.
- All Appointments (both DC and QA) must be done via the SupplyIT system.
- Any queries and questions, related to receiving should be emailed to Clive Subramany and Neren Singh on csubramany@mrpg.com & nsingh@mrpg.com
- Please note, the stock, driver, off load team and Appointment Summary must be at the DC or Depot. 30 minutes prior to the confirmed appointment time. Only once your appointment summary has been successfully scanned at the Main Gate, will the truck be granted access to the yard. This is the only information the DC uses to determine you are on site. No other tracking data is considered. A successful gate scan by the security guards is the only accepted method of confirming arrival. The vehicle, driver and off loaders should wait in the designated area where the PA system (Public Address System) can be heard. This is the only process to call a vehicle to the receiving door. The name called is the name of the supplier as it appears on the Appointment Summary.
- The only document accepted at the DC or Depot. is the Appointment summary. The DC and Depots. will not accept invoices, packing slips, delivery notes, transporter waybills or any other documentation. No POD other than the one generated in SupplyIT will be deemed a POD. No Mr Price staff may sign any other document as proof of delivery, this will not be recognised by Mr Price Group.
- Please ensure that all delivery vehicles into the DC or Depots. are **rear entry** vehicles (side entry vehicles and break neck trailers will not be accepted at the DC or depots).
- Please note that any amendment or cancelation to a confirmed appointment needs to be done on SupplyIT at least 2 working days prior to delivery date. Timelines not adhered to, will result in the Supplier being penalised accordingly.
- In the event where suppliers are non-arrival or late arrival on the appointment day or request an extension to the next day, later in the week or the following week, these appointments may be a standby booking if the days are already filled with bookings. Please note the DC may not be able to take the stock on the day. The Standby booking risk remains with the supplier, it is not a guaranteed appointment.
- Supplier will receive an email advising them of the agreement to grant a STANDBY on another day. It is important to note that the Appointment Summary will print an appointment time. This will be after 18:00 in the evening. This is **not** a valid booking time and the transporter must be informed. It is advisable to get to the DC as early as possible as standbys are dealt with on a first come first serve. When we run out of available time any orders not received will be given a Gate Pass and sent back.
- Note please the standby booking will only be mailed the following morning.
- Penalty will apply as usual.

BOOKING DC APPOINTMENTS ON SUPPLYIT

Booking an appointment at the DC or Depot:

- All appointment requests for the delivery of purchase orders at the DC or regional depots. must be completed on SupplyIT.
- All Appointment requests must be made by close of business on the Wednesday 13 days prior to the Monday of the Delivery week. See the **Booking Calendar** below for guidance. Please note that "close of business" is 15:30. Failure to do so, could result in no DC appointment being available to receive the order.
- It is vital to note the stock must be available for delivery from the **Monday** of the booking window.
- When booking on SupplyIT book all orders that are together in one vehicle. If you need a group of orders to come in together then please book them on SupplyIT together at the same time. It will be helpful if you send a confirmation of what will be in each truck. We will grant an appointment per truck. You can back this up with an emailed **Truck Packing list** as laid out in the below example:

Truck Packing List:

Monday		Wednesday			
Truck no.1	Number of cartons	Truck no.1	Number of cartons		
1010719000365	500	10107160005463	1500		
10107180001254	650	10107150006987	150		
Truck no. 2					
1010617000258	300				
10107180004568	500				
1010517000879	650				

Email the Truck Packing List to both addresses below:

NomShangase@mrpg.com

NoNoluthando@mrpg.com

Booking Calendar:

The booking and appointing cycle.

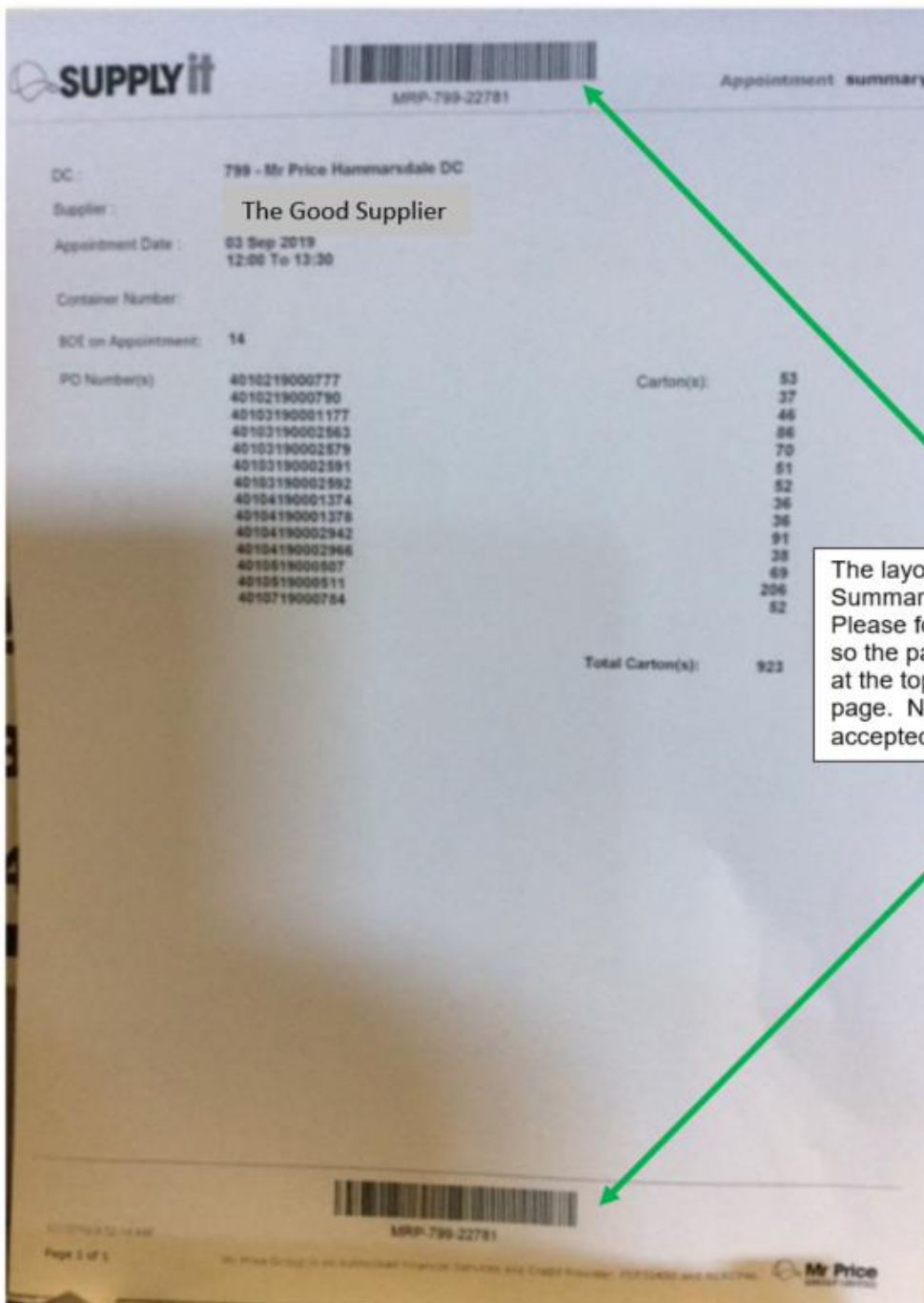
		<u>Sun</u>	<u>Mon</u>	<u>Tue</u>	<u>Wed</u>	<u>Thu</u>	<u>Fri</u>	<u>Sat</u>
<u>wk 1</u>	Booking and appointing.		Suppliers making bookings for delivery window.	Suppliers making bookings for delivery window.	This will be the last day you can book to get an appointment in the Delivery Window.	Appointment bookings finalised by appointment clerks for delivery window.	Appointment bookings finalised by appointment clerks for delivery window	
		<u>Sun</u>	<u>Mon</u>	<u>Tue</u>	<u>Wed</u>	<u>Thu</u>	<u>Fri</u>	<u>Sat</u>
<u>wk 2</u>	Planning week.	DC and Divisions planning resources around the bookings concluded by the Friday in the last week. No movement permitted in this week.						
		<u>Sun</u>	<u>Mon</u>	<u>Tue</u>	<u>Wed</u>	<u>Thu</u>	<u>Fri</u>	<u>Sat</u>
<u>wk 3</u>	Delivery Window	DC will receive all stock with valid appointments made in time as per this guide.						

APPOINTMENT SUMMARY

- Should you have a valid appointment and for any reason the delivery window gets changed on the purchase order (either by being moved out or brought forward), please ensure that you request a new appointment on SupplyIT using the normal channels.
- If for any reason your appointment was cancelled by the DC, it is your responsibility to request a new appointment in the appropriate delivery window. It is imperative that you ensure that you have a valid delivery appointment before dispatching your stock to the DC. This can be tracked in SupplyIT.
- **Appointments will be made based on planning requirements, it is not possible to grant specific dates and times.**
- All delivery appointments **must** be accompanied with a valid, barcoded Appointment Summary which should be printed off the SupplyIT portal. **Do not** send in the "print view" format. Failure to do so, will result in your delivery appointment being rejected and your truck being turned away at the DC gate.

NB Screenshots, or printed pictures of the appointment summary are not acceptable forms of the appointment summary.

- **Example of an Appointment Summary**
- Please ensure that you check **ALL** the details on the purchase order when you accept the purchase order on SupplyIT and that you are aware of where you will be delivering the stock to.



SUPPLY it

MRP-799-22781

Appointment summary

DC : 799 - Mr Price Hammarisdale DC

Supplier : The Good Supplier

Appointment Date : 03 Sep 2019
12:00 To 13:30

Container Number :

BOI on Appointment : 14

PO Number(s) : 4010219000777
4010219000790
40103190001177
40103190002563
40103190002579
40103190002591
40103190002592
40104190001374
40104190001378
40104190002942
40104190002966
4010519000507
4010519000511
4010719000784

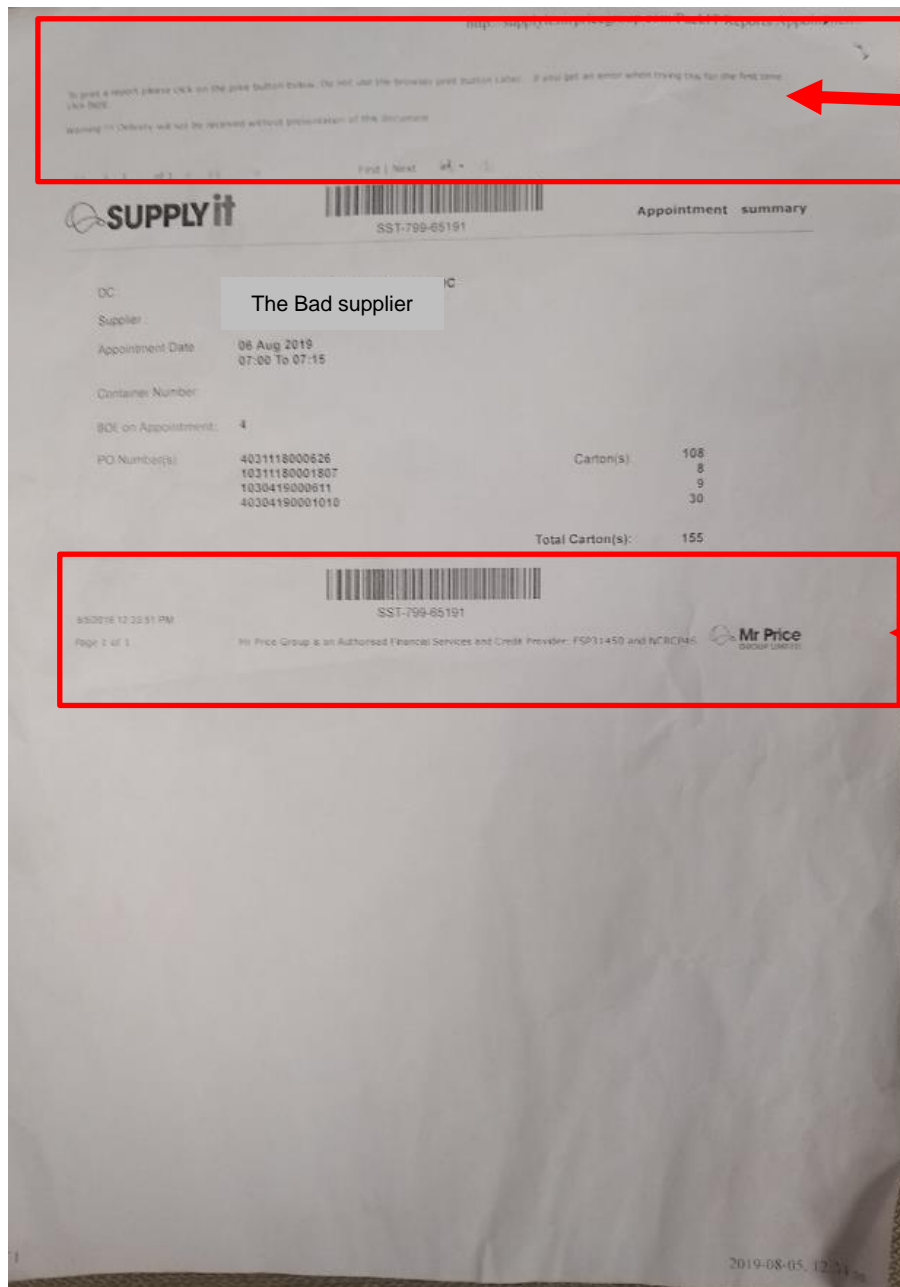
Carton(s) : 53
37
46
86
70
51
52
36
36
91
38
69
206
52

Total Carton(s) : 922

MRP-799-22781

The layout of the Appointment Summary is important. Please follow the steps in SupplyIT so the page prints with the bar code at the top and bottom of the A4 page. No other format will be accepted.


Below is an example of an Appointment Summary that is the incorrect format and will not be accepted. The guards at the gate will turn the truck away.



http://supplyit.mrp.co.za/.../Print.aspx?AppointmentID=...

To print a report please click on the print button below. Do not use the browser print button later. If you get an error when trying to print the first time click YES.
Warning !!! Delivery will not be received without presentation of this document

First | Next

SUPPLYit  **Appointment summary**
SST-799-65191

DC: **The Bad supplier** IC


Supplier:

Appointment Date: **06 Aug 2019**
07:00 To 07:15


Container Number:

BOL on Appointment: **4**

PO Number(s):	4031118000626	Carton(s):	108
	10311180001807		8
	10304190000611		9
	40304190001010		30
		Total Carton(s):	155

8/6/2019 12:35:51 PM  SST-799-65191

Page 1 of 1

Mr Price Group is an Authorised Financial Services and Credit Provider: FSP11450 and NCRCP45 

2019-08-05 12:34

If you are following the correct steps to print an Appointment Summary as described in the SupplyIT Manual this detail in the box highlighted here will not appear at all.


This portion should be at the bottom of the A4 page. Failure to print the Appointment summary in the correct format will mean your stock will be turned away at the DC Security Gate

Packing cartons

Single Sku cartons- Post:

The purchase order inner **pack size** is stipulated on the purchase order, please ensure that you **adhere** to the pack size on the purchase order. (See highlight below) This information can and will change from one purchase order to the next. The packing team must be informed of the pack size on the order they are packing. The Pack Size is also displayed on the Packing list.

28/08/2018 Page 2


Mr Price
Mr Price a division of Mr Price Group Limited

PURCHASE ORDER
VAT Registration 4420116552

AMENDED NO : 4

Destination Branch: 799
 Mr Price Hammarsdale DC
 ERF 249 Cliffdale
 Keystone Park
 Hammarsdale
 3700
 South Africa

Supplier: GOO987

The Good Supplier

Email Address:

Goodsupplier@supply.com

Terms: Telegraphic Transfer within 30 days from Sailing
Vendor Vatcode: RSA Exempt
Currency: US DOLLAR
Exchange Rate: 12.60 **Incoterms:** FOB

Order No: 4010617000830-1
Order Date: 06/06/2017
Stage: Appointment Made **Status:** Closed
Origin Country: China
Origin Port: NINGBO

Delivery Date: 24/08/2018 (Extended)
Extension: 24/08/2018
Reason: Shipping Delays on Direct Imports
Delivery Type: Pre-Pack
Swingtag Date: 21/08/2017

Buyer's Name: John Smith
Authorised By: Jack Chan
Ship By Date: 16/07/2018

Line	Cat	Item	Description	Colour	Style No	Swing Tag	Qty	Cost (Exc vat)	Cost (Incl vat)
1	51006	10135	SLIM BULL CHECK BK PRINT	STONE	NEW SKOOL				

Stock Code	Size	Qty	Cost (excl vat)	Cost (incl vat)	Selling Price
5100610135078	7-8	496			
5100610135910	9-10	732			
5100610135112	11-12	799			
5100610135134	13-14	973			

End Use = Fashion
 OA Sent Mch 0100033

Pack Size: 1

Delivery Total

In the example shown here the **PACK SIZE** is 1. Each item must be in an individual poly bag.

Pack Size only affects the Post cartons **not prepacks**. **Prepacks** are packed in one poly bag for the entire carton contents.

POST is single size, packed in Pack Size.

The total carton contents can only be in multiple of the Pack Size, any other units that do not make up a Pack size must be removed from the carton and new labels run to ensure the total units in the carton are exactly the same as the quantity on the carton label and complies with the pack size.

Where the units are not divisible by pack size – then remove the units from the carton to balance out pack size.



Each poly bag must contain the number of units as indicated by the **Pack Size**.

Pack Size	Description
1	Carton can be any quantity, but each poly bag must have one unit only.
2	Each poly bag must contain 2 units. Carton will contain only poly bags of 2 units each, the total units can only be in multiples of 2. Example 2, 4, 6, 8, 10, 12, 14 etc
3	Each poly bag must contain 3 units. Carton will contain only poly bags of 3 units each, the total units can only be in multiples of 3. Example 3, 6, 9, 12, 15, 18 etc
4	Each poly bag must contain 4 units. Carton will contain only poly bags of 4 units each. the total units can only be in multiples of 4 Example 4, 8, 12, 16, 20, 24 etc

Prepack and Presort cartons:

Prepacks must follow **ratio** packing as per the SupplyIT Packing List.

When packing pre-packs only one poly bag for the entire carton contents is allowed.

Multi Item prepacks are packed the same way. It is important to note that the carton label for the Multi Item Prepack will only show the item number for the first item.



UNIT SORTER

Items that are picked on the Unit Sorter (Split Case)

The sorter is made of moving trays where the item or a pack is placed. In the below pictures the first picture is the empty tray with both sections empty and the second picture shows a pack of items placed on the tray covering the entire tray (both sides). It is critical that the item or pack dimensions are followed as anything too big will jamb the trays and anything too small will not be detected by the infra-red scan.

Empty tray both sides

Tray with one pack over 2 sides



	Max	Min
Length of item or pack on the Unit sorter	78cm	5cm
Width of item or pack on the Unit sorter	38cm	5cm
Height of item or pack on the Unit sorter	25cm	2.5cm
Weight on a single tray	3.75kg	
Weight over a double tray	7.5kg	
It is important to note one tray can only carry 3.75Kg but if it is long enough to go over 2 trays the weight cannot exceed 7.5kg		

Tray with one pack on each side.



Over and under packing cartons.

- **Over stuffing** a carton distorts the shape and the carton is then not able to move on the conveyor system. Bulging cartons will be sent for rework and penalties will apply.

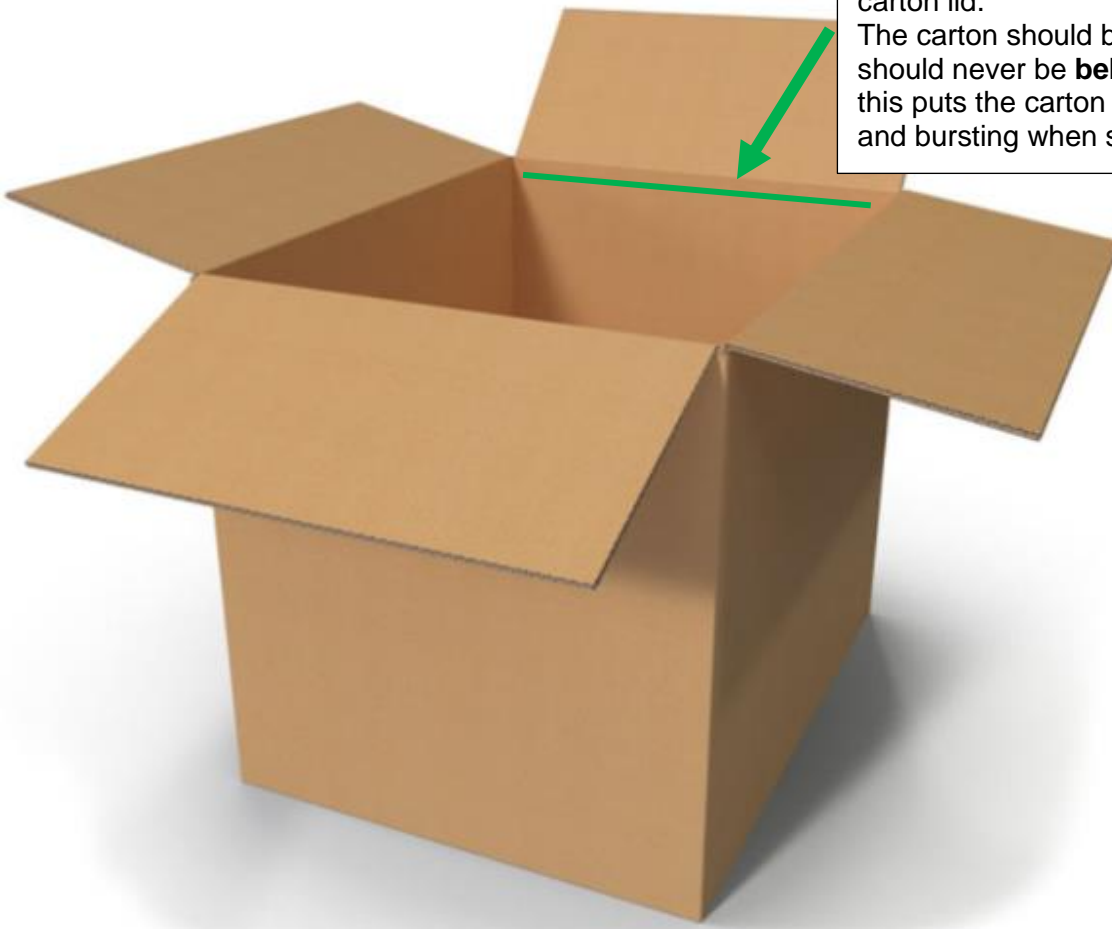


- **Under filling** will lead to cartons collapsing and bursting open. The contents are then at risk. There should not be more than 0.5cm of space from the top of the packed product and the carton lid. This will help prevent the carton from bursting when packing.



The green line indicates 0.5cm below the carton lid.

The carton should be full to the top but should never be **below** the green line as this puts the carton at risk of crushing and bursting when stacked.



Label printing and carton specifications

Check packing instructions for allocations when **preparing** to print labels and not when needing to finalise. When packing instructions are available then only are you ready to print Carton Labels. Once printed you have a window of 48 hours to finalise. Amendments to quantities during the 48-hour window of printing will require new labels to be printed as the original labels become **invalid**.

Location Planners to communicate to suppliers on the exceptions.

- To print labels from SupplyIT you will need to download the latest version of web print available, the link to download this application can be found on the SupplyIT website. The label size and printing size and format is very important as there are scanners and cameras that must read these label barcodes while the carton is moving on a conveyor.
- Printer maintenance is critical to print a clear label, keeping the print head clean is very important to get a good quality printed label.
- If the print head is faulty replace it before printing or reprinting.
- If you need to change your label or ribbon roll while you are printing, you must ensure the printer does not give extra labels or short labels.

These are examples of good label printing. There is a good space between the edge of the label and the barcode printing. At least 2mm.
The print is clear and the format is correct.



- **Conveyable or Non-Conveyable** prints on the carton label depending on:
 - The size of carton dimensions captured in SupplyIT.
 - And weight of the carton captured in SupplyIT. See the table below. Anything smaller than the minimum or bigger than the maximum will print **Non – Conveyable**. Being under 0.9Kg weight or over 21.5Kg weight will also print a **Non - Conveyable** label.

<u>Conveyable carton specifications.</u>					
		<u>Length</u>	<u>Width</u>	<u>Height</u>	<u>Weight</u>
Prepack cartons	Minimum	23	20	10	0.9Kg
	Maximum	60	45	50	21.5Kg
Post/ Replen cartons – single SKU	One size	60	40	30	0.9Kg - 21.5Kg

- Be aware that if you try to use another type of printer and not a Datamax printer, the software conversions available on the internet do not produce the correct size / format of printing. This will mean that you will pay penalties for handling, printing and re-delivery charges for all cartons that arrive and do not have the correct size printing or format.
- Only use the **specified** semi-gloss paper and the **specified** ribbon quality (Premium wax).
- Be sure to maintain and clean your printers and the printer head, this should happen after each run of labels for a purchase order. (check the printer manual for cleaning details.)
- Check that the printer head is not blown. This can be done by printing the **TEST** label and checking if there are any imperfections in the print.
- Make sure while the printer is running that it does not start to track to the side and allow the printing to be too close to the edge of the label. There must be a clear 2mm of white label border before the barcode starts on the left-hand side of the label.
- Before every order print a **TEST** label as described in the Manual and if there are any imperfections do not run your carton labels until the problem has been rectified. Sending cartons with labels that can't be scanned will result in penalty charges for handling and printing and redelivery.

How a good label should look:



There is a clear white border of at least 2mm to make this a valid scan on the 2D barcode



Label format is correct and printing is clear, no damaged or missing print.

Example of a bad label:

There is not enough clear white border to make this a valid scan on the 2D barcode

The printing is rubbed off and the barcode will not scan.



The 1D barcode has incomplete printing on the bars and will not scan.



Example of label **incorrectly printed:**

- This label format is incorrect. The 1D barcode is compressed and will not scan.
- The printing is cut off on the left hand side and 2D label is distorted and will not scan.
- The Item number is missing from this label.
- This generally indicates a printer other than a Data Max is being used.
- Please set up the Data Max as per the instruction in the Supplier Manual.

- Suppliers set to Print and Apply (Panda) for deliveries. This means that all your carton labels will have a Conveyable or Non-Conveyable label header (depending on the dimensions and weight entered in Supply IT) and no labels will have Pick Module, Reserve or Store details on them.
- Follow the steps on SupplyIT to print your labels.
 - The label size and font format is **very important** in the DC as we have scanners and cameras that must read these label barcodes while the carton is moving on a conveyor.
- The label size must be 106mm (L) x 64mm (W).
- Be aware that if you try to use another type of printer than a Datamax printer, the software conversions available on the internet do not produce the correct format and size printing. Any carton with labels that can't be scanned through the DC process will be rejected.
- Some suppliers will still print non-Panda labels – these will be accepted if instructed by the respective division.

Note: labels can be purchased from **Trader Plus**.

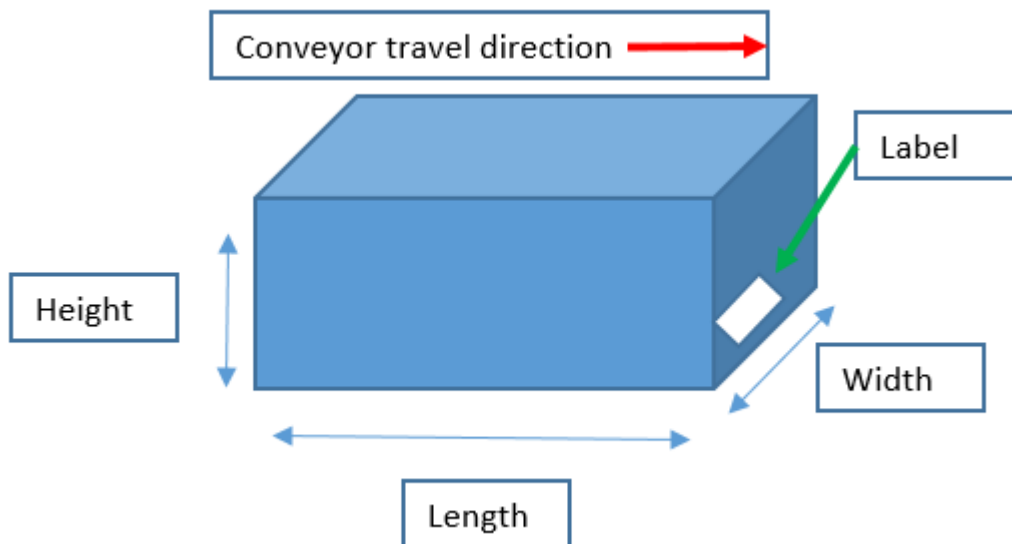
The Trader Plus labels are inkjet printed and are a smaller label. These are tested and approved by the DC and may be used. The placement rules on the cartons still apply.

These labels are **95mm x 63mm**

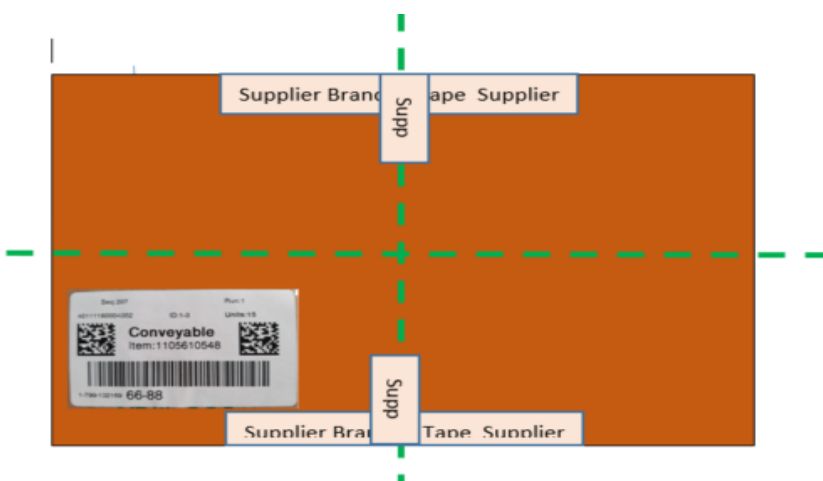


Label and tape placement:

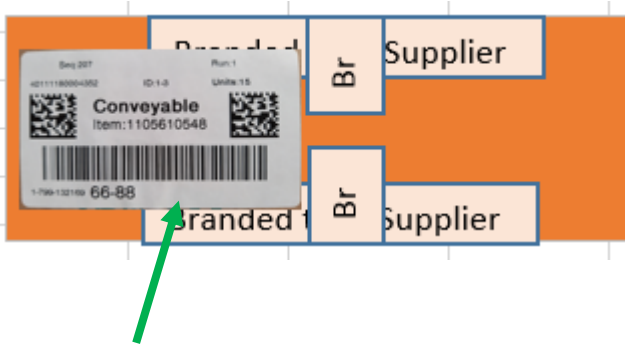
- The placement of the carton label should always be on the **lower left hand corner** of the small side of the carton. This is on the side where the width and height of the box is and **not** on the length side. At the Mr Price Distribution Centre the longest side of the carton is **always** considered the length.
- When placing cartons onto the conveyor at the Distribution Centre the carton will always travel laying down on the long side.



- The green dotted lines here are just for a visual guide.



- The label must be 3cm – 5 cm from the edge and bottom of the carton. This is to increase the scan rate and prevent the label being damaged on the carton edges.
- If the carton is the smaller size allowed to be conveyable (23cm X 20cm X 10cm) please ensure you keep the label to the left side of the narrow end and be sure that no tape is covering the label.



- Ensure the supplier tape does not cover any part of the label. This prevents the barcode from scanning.

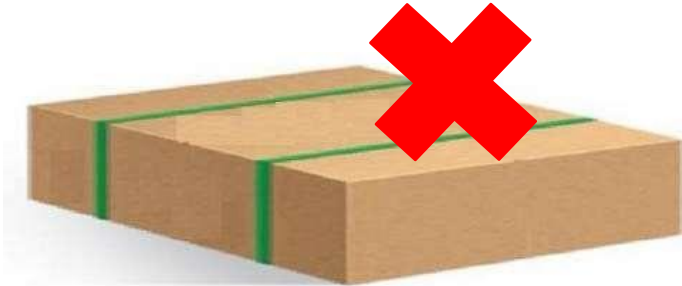


If you have an item that authorised to be Non – Conveyable and the carton is very narrow, you can fold the label over the corner as indicated in the photo. Be sure to fold along the top of the 1D barcode. The 2D barcode will be on the top of the carton and the 1D will be on the narrow front edge.

- Supplier branded Paper tape to be used.
- Do not send unlabeled cartons to the DC.
- Paper tape must not be applied over plastic tape, it does not stick well, and the contents are at risk. (only plastic bales can be sealed with plastic tape).
- All cartons are to be sealed on both sides (**top and bottom**) with **supplier branded paper** tape in an H seal.
- No clear tape or “unbranded tape” may be used.
- Only plastic bales for **Home and Sheet Street** can be sealed with supplier branded plastic tape.

Possible errors to avoid:

Strictly no strapping is allowed on conveyable cartons (Only for non-conveyable heavy cartons), this will incur a penalty charge for handling and redelivery.



Please ensure the label is placed correctly on the carton and must not wrap around the corner of the carton.



Do not place labels on the top of the carton.



Delivery Vehicles/ Truck packing

- ONLY rear entry vehicles are accepted at DC and depots.
- Please ensure the packing is by appointment, then by purchase order and pack ID. It is vital that the off loaders know how to read the label and off load in the packing sequence.
- We have a preferred vehicle size of 6m or larger at MRPDC but will make a special allowance for smaller delivery vehicles if the appointment contains 700 cartons or more in a single vehicle.
- For small orders to be delivered, please use the consolidated delivery service from United Transport. You can contact them to collect from your premises or alternatively you can drop off stock at their premises. Should you wish to enquire about their services, please contact Aaron Chetty at United Distribution and Transport Services:
 - Unit No.2 – Malda Pack Building
 - Keystone Park
 - Hammarsdale
 - Telephone: (031) 569 3794
 - Cell phone: (076) 386 3862
- Suppliers can arrange to co-load with other suppliers and transporters too.

United Milk run:

- All deliveries must be collected the day before the DC appointment to avoid non-arrival penalty.
- United will inform collection time the day before they collect.
- The route is planned to accommodate all suppliers and maximise efficiency, suppliers must have stock and appointment summary ready. The United truck must be able to collect at the time they have advised. They can't wait for stock as they must finish the days collections.
- If the DC appointment is a Monday appointment, then stock will be collected on the Friday.

Health and Safety at the DC:

- When entering the MRPDC site please adhere to the Health and Safety regulations.
- When entering the gates, the guards will check the following:
 - Closed shoes must be worn. Anyone with bare feet or open shoes such as sandals will not be permitted entry.
 - Hi visibility vest must be worn by all members in the truck.
 - Vehicle registration must be valid.
 - Driver must have a valid license that has not expired.
 - Breathalyser test will be done, any sign of alcohol will mean the truck is refused entrance.
 - No one may hang on the outside of the truck and doors must be closed.
 - Follow the speed limit.
 - Trucks that are emitting excessive smoke will not be allowed on site as this sets off the fire alarm. Trucks leaking oil will also be turned away.
 - The traffic flow around the DC is One Way only. Please pay attention to the signs.

Please ensure your transporters are aware of the arrival times and they should clearly understand that non-compliance will cost the supplier a penalty per order not delivered or arriving late. The DC is also unable to assist them with moving appointment times or days. Remember it is the suppliers' responsibility to make sure the transporter is trained in DC process. You may bring them to site to assist this process.

While on site:

- Please obey the instructions given by the Security guards.
- Please pay attention to the signage placed in and around the building, it is there to help ensure safety always.
- Park only in designated area where the PA system can be heard. (if you are unsure the guards will direct you).
- Vehicles may **never** be left unattended.
- Do not wander around the yard as this is a safety risk on site, follow walkways.
- When called to the receiving bay you have 3 minutes to arrive and dock the truck. Your off loaders must be punctual and no stopping to chat. If there are no off loaders when the receiver is ready the truck will be turned away.
- Only smoke in designated areas and discard butts in the bins provided. Do NOT smoke in the trucks.
- When docking or leaving a bay the correct process must be followed. – No hanging out of the DC doors or off the truck. This is dangerous and a serious crushing hazard.
- NEVER guide a driver into the bay when standing in the door this is a serious crushing hazard. This can ONLY be done from the driveway and NEVER while standing in the receiving door.
- No jumping in and out of receiving doors. Use the stairs and entrance provided.
- Do not put your arms, legs, head or any other part of your body out of the doors where the trucks back in. The crushing risk is severe and can lead to fatal injury.
- The truck can only leave the bay when the extender conveyer is fully retracted.
- If you are in the DC do not touch any conveyor equipment or rollers.
- Do not discard litter onto the drive way, use the bins provided.
- Toilets are provided on both ends of the building and are marked Suppliers Toilets.
- Urinating in the DC yard or anywhere in Keystone Park is not permitted. Toilets are provided, and perpetrators will be banned from the site.
- Dumping of rubbish at the DC or anywhere in Keystone Park is not permitted. Suppliers will be fined if this behaviour is detected and the perpetrators banned from the site.
- Trucks may not be left on site after shift close at the DC, nor may any staff remain on site. There is a truck stop at the Peacevale off ramp (WBG). The details are available on request and the guards at main gate have the details too.

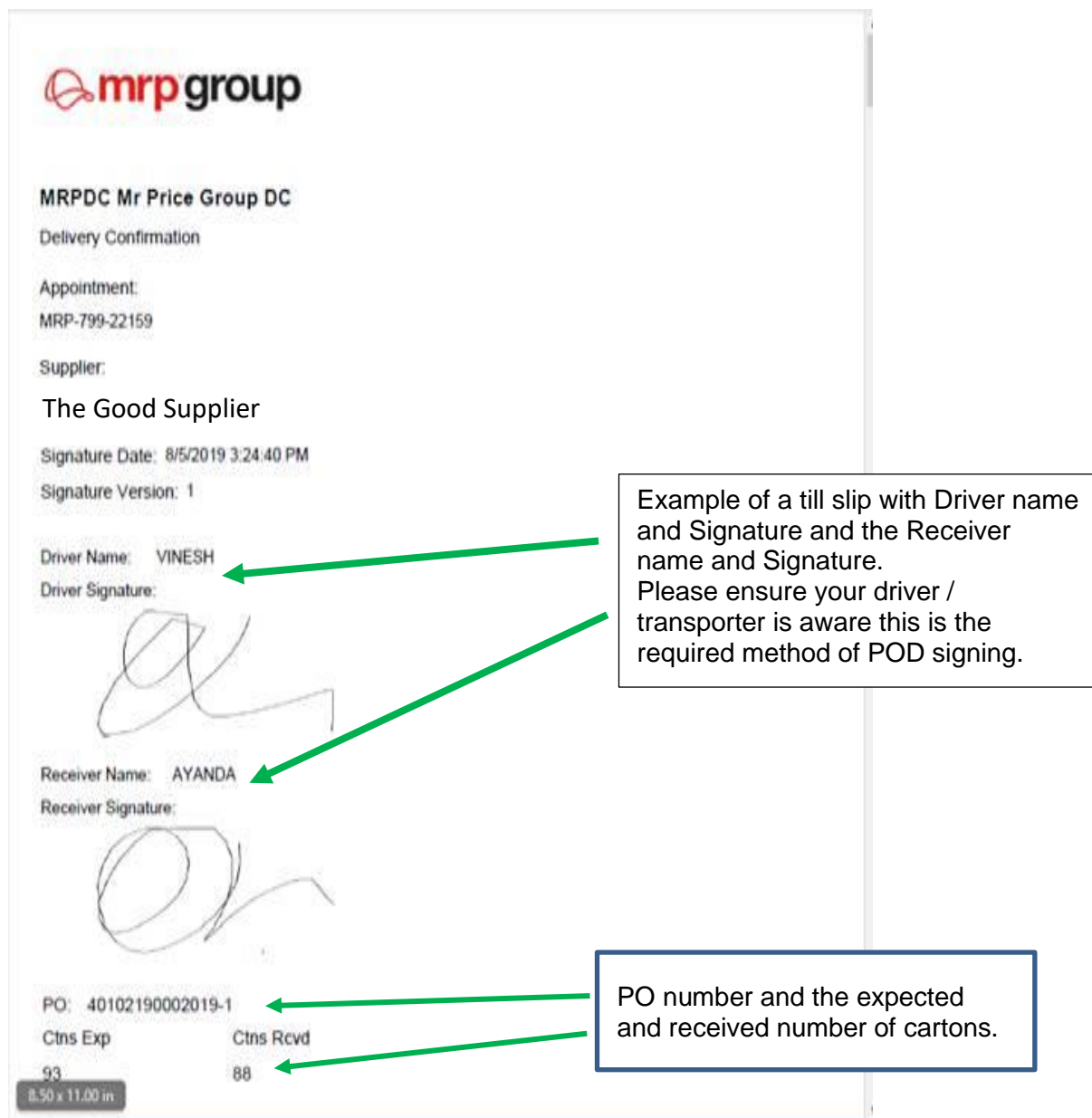
If you have any queries or concerns please go to **door 17** during operating hours, there will be a security guard and or a supervisor there.

At the DC:

- Entry to the site will only be granted using a valid Appointment Summary document.
- This is the only document that the receiver will work with. Please **do not** bring invoices, delivery notes or waybills as they will not be accepted or signed by any Mr Price staff.
- Docking at the inbound door is measured and the arrival of the off loaders may not slow the door or cause any delay. The appointment will be rejected if the time standards are not met. The receiver is responsible for achieving the speed required at the doors.
- Trucks must be packed by appointment, then purchase order and pack ID, this ensures smooth receiving and minimises downtime at the doors.
- The cartons per hour through the doors is measured and if time standards are not met your load will be rejected. The off-load staff and driver must be aware of the time frames the DC requires. If in doubt the receiver will be able to assist. A minimum of 12 cartons per minute is acceptable through the conveyable receiving doors.
- The truck may not be left unattended on the receiving door nor may it block the driveway around the DC.
- The POD (proof of delivery) is only generated by an electronic e-signature pad. This must be signed by the driver or designated representative from the supplier and the receiver. **Never** leave the site unless this is signed.
- Check that you agree with the quantity **before** you sign.
- If there is a dispute you may ask for the supervisor or manager to assist and resolve.
- It is the responsibility of the supplier to see to it that the 3rd party acts within the standing instructions issued to him or her by the supplier.
- **Never** leave stock at the DC that was not scanned in.
- In the event of a dispute video footage can be obtained, it is only available for 9 days, if you require footage send an email to nsingh@mrpg.com or csubramany@mrpg.com bring a flash disk with to collect the data.
- If you disagree with the receiving total, please raise the issue with the supervisor or manager at **door 17**.
- If there is no resolution, follow this up with an email addressed to Neren Singh (NeSingh@mrpg.com) and Clive Subramany (CSubramany@mrpg.com)

POD (Proof of Delivery):

Please be aware that no Mr Price employee may sign any delivery note, waybill or any other type of document other than the Mr Price generated POD. The POD is the one that is available on SupplyIT, this is generated by the driver and receiver signing the E-Signature tab at the closing of the appointment.



mrp group


MRPDC Mr Price Group DC


Delivery Confirmation

Appointment:
MRP-799-22159

Supplier:
The Good Supplier

Signature Date: 8/5/2019 3:24:40 PM
Signature Version: 1

Driver Name: VINESH
Driver Signature: 

Receiver Name: AYANDA
Receiver Signature: 

PO: 40102190002019-1
Ctns Exp: 98
Ctns Rcvd: 88

8.50 x 11.00 in

Example of a till slip with Driver name and Signature and the Receiver name and Signature. Please ensure your driver / transporter is aware this is the required method of POD signing.

PO number and the expected and received number of cartons.

This email is generated immediately and is a good indication of when your vehicle was free to leave the site.

If in the event there is a system down and cartons have already been received into the DC, then we will stamp and sign the appointment summary and indicate the number of cartons accepted into the DC.

The ONLY valid stamp is a Mr Price manager stamp and signature.

If there are disputes, please ensure these POD's are checked as soon as possible in SupplyIT as video footage is only available for 9 days.

Also, be aware that the emailed POD goes directly to the supplier via the SupplyIT portal, there is no POD to the transporter (they are not on SupplyIT), if this is required then this arrangement must be made between the Supplier and the Transporter.

Gate pass:

- Any stock that is not received can only leave the site with an "AUTHORISATION PASS OUT" this is referred to at the DC as a **gate pass**.
- Please be aware that loads are not unpacked to count what we are turning away. We will indicate what we have not received based on what the system shows as the expected number of cartons.
- If the truck contains stock that is not for Mr Price this will also be given a gate pass to indicate to the security guards that we are agreeing this is not for Mr Price and can leave the site.
- Please check on the SupplyIT portal to see if there is any shortage on the POD. If anything was turned away the driver would have been given a gate pass.

Possible reasons found on a gate pass:

<u>Reason recorded on gate pass</u>	<u>Possible issue</u>	<u>Possible solution</u>
Invalid labels.	The labels applied to the cartons were not from the run of "finalised" labels.	Apply the correct run and request a new appointment.
Damaged labels	It was not possible to scan the labels due to damage.	Check the condition at printing and applying and check where the damage is happening.
Standby	The booking was a standby and the DC did not have sufficient time to off load.	Keep to valid appointments.
Late Arrival	The order did not arrive at the DC gate in time and was then automatically placed in the standby queue. If there was insufficient time the stock would be turned away.	Arrival times to be adhered to. Ensure the transporter is informed.
Extra cartons	Label printers used as a method of counting cartons.	Ensure that printers are managed, and any label or ribbon changes are controlled. Last number and next number should be checked if ribbon or label change done. If there was a power outage to the printer this will need checking.
Not booked for today	The cartons are not part of the current day's bookings.	Truck packers to use the correct Appointment summary as a guide when packing the truck.
No labels	Cartons have no labels at all. The labels came off in transit or labels were not applied.	Truck packers to be sure every carton loaded has a label. Carton handling must be managed so that labels do not come off the carton. Applying labels on a dusty surface will also prevent them sticking.
Duplicate labels	Printer not managed correctly, and additional labels of the same run applied.	Printer and label management must be controlled by a trained and responsible person.
Incorrect dimension	The stock is conveyable in size but is arriving in non-conveyable cartons.	A new order will need to be raised and the stock repacked. Ensure that all product you are asked to pack if it is a conveyable size must fit in a conveyable carton.
Damaged cartons	Poor handling or poor-quality cartons	Ensure the teams handling cartons are aware of the affect they have on carton condition. Adhere to specification required.

Non returnable indicates to the guards the stock is not received and may leave the site.

ASSET ☐ NON RETURNABLE ☒



№ 31223
AUTHORISATION PASS OUT

This is a unique number of this pass out. To be used as a reference.

DATE	20/07/2019	DOCUMENT NO.	Date the gate pass was generated.
------	------------	--------------	-----------------------------------

NAME	Jack Driver	Driver Name
SIGNATURE	<i>[Signature]</i>	Driver signature
COMPANY	Happy Supply Company	Supplier company name.

ASSET OUT OF DC	
GOODS OUT OF DC	10/0718000111 = TEN (10) chrs
	The purchase order number followed by the number of cartons in words and numbers.

Reg no:	ND 500145	Vehicle registration no.
REASON	Damaged labels	Reason stock is leaving DC.
Seal no:	447123	Seal number used by Mr Price

ASSET TO BE RETURNED	DATE	Authorized inbound team member
REQUESTED BY:	John Receiver	
AUTHORISATION	NAME	JOAN SMITH Mr Price Group DC Inbound Operations Manager
	SIGNED	<i>[Signature]</i> Authorized Mr Price managers company stamp and signature

RETURNED ASSET VERIFIED BY:	DATE:
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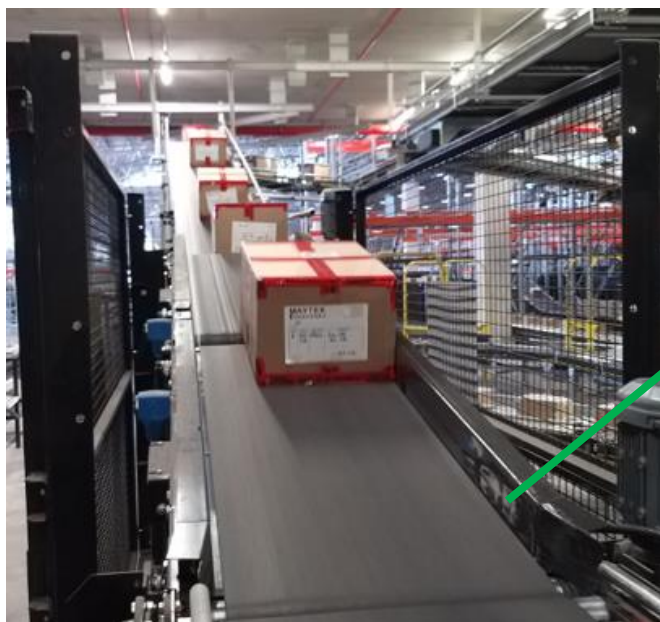
CONTACT PRINT 031 569 3898

Dimensions and weight:

- **Minimum** size carton **23cm (L) x 20cm (W) x 10cm (H)** will be accepted. This point is very important and severe penalties will be applied if you capture the minimum dimensions in SupplyIT and the carton is smaller. If the conveyors cannot detect the boxes then the conveyors will stop while we must remove the cartons, additional charges for repackaging and redelivery will be passed on to the supplier.
- Conveyable cartons should not be lighter than **0.9kgs** and should not exceed **21.5 kgs**.
- **Maximum** size carton that can travel on the conveyor is **60cm (L) x 45cm (W) x 50cm (H)** exceeding these dimensions makes the carton non-conveyable. Only **prepack** cartons can be 60cm x 45cm x 50cm. Suppliers will require authorisation for non-conveyable cartons for Milady's, Mr Price or Sports apparel from your divisional supply chain manager. Failure to comply will mean the stock is turned away, if it is in front of other stock it could jeopardise the entire load.
- All **post/ replenishment** cartons containing items that are physically conveyable in size are required to be packed in cartons that are **60cm (L) x 40cm (W) x 30cm (H)**. **Deviation from this must be agreed by Supply Chain manager. See contact list at the end of this manual.**

Conveyable carton specifications.

		<u>Length</u>	<u>Width</u>	<u>Height</u>	<u>Weight</u>
Prepack cartons	Minimum	23	20	10	0.9Kg
	Maximum	60	45	50	21.5Kg
Post/ Replen cartons	One size	60	40	30	0.9Kg - 21.5Kg



There are some parts of the conveyor system that have size limits for width, length and height.



Cartons are dropped onto moving trays and must comply with size and weight requirements.



Finalising:

It is very important that once you have run labels that the finalizing is done as quickly as possible. Within an hour is advisable.

This will prevent someone from Mr. Price from making a change to the allocation.

If a change is made before the finalizing is done then that run of labels you printed becomes invalid. This means when the stock reaches South Africa it will be sent to an offsite rework facility at the supplier's expense.

Changes can only be made to orders that are not yet finalized.

If any labels from your finalized run are damaged or not printed clearly you can do reprints of the finalized labels.

If no information is in the packing instruction this means the order still needs to be updated by the Mr Price allocator. Please email the allocator and wait for the instruction to come up on SupplyIT before proceeding.

To print labels from SupplyIT you will need to download the latest version of web print available, the link to download this application can be found on the SupplyIT website:



- Follow the steps on SupplyIT to print your carton labels.
- If no information is in the packing instruction this means the order still needs to be updated by the Mr Price allocator. Please email the allocator and wait for the instruction to come up on SupplyIT before proceeding.
- Please remember that no changes can be made to a finalised order so be very sure that your labels are correct and your packing is the same as the packing list before you finalise.
- The barcode will only appear on the Appointment Summary after the order is finalised.

Invalid Labels

- It is very important that once you have run labels that the finalizing is done as quickly as possible. Within an hour is advisable.
- This will prevent making a change to the allocation and rendering the run you have invalid.
- If a change is made before the finalizing is done, then the run of labels you printed becomes invalid. This means when the stock reaches the DC it will not be able to scan on the DC system. The stock will be turned away.
- Changes can only be made to orders that are not yet finalized.
- If any labels from your finalized run are damaged or not a clear print, you can do reprints of the finalized labels.

Printer Specifications and test or sample labels:

Suppliers will need to use a **Datamax printer** or **Honeywell**, please note the Honeywell would need a driver installed that would print the label in the format required.

NB: Please do not be tempted to buy a different make of printer and use conversion software – it does not work. The format will not scan at the DC and the order will be rejected. The required printed code is 128. Please ensure when purchasing this printer, you confirm with the vendor that it is compatible with below settings:

Printers are compatible with Microsoft windows 10 operating system.

Printer Settings:

- Media Setting → Thermal Transfer
- Sensor Type → Gap
- Label Length → (0 – 99.99) → 0 4: 0 0Label Width → (0.75 – 4.26) → 0

4: 2 5 Print Controller:

- Heat → 30
- Speed → 6.0
- Feed Speed → 6.0
- Row Offset → (0 – 99.99)
- Column Offset → (0 – 99.99)
- Pre-set Distance →

Auto Print Options:

- Modules → Print File
- Pre-set Sensor → Not Installed
- Cutter → Not Installed
- GPIO Port →

GPIO System Settings:

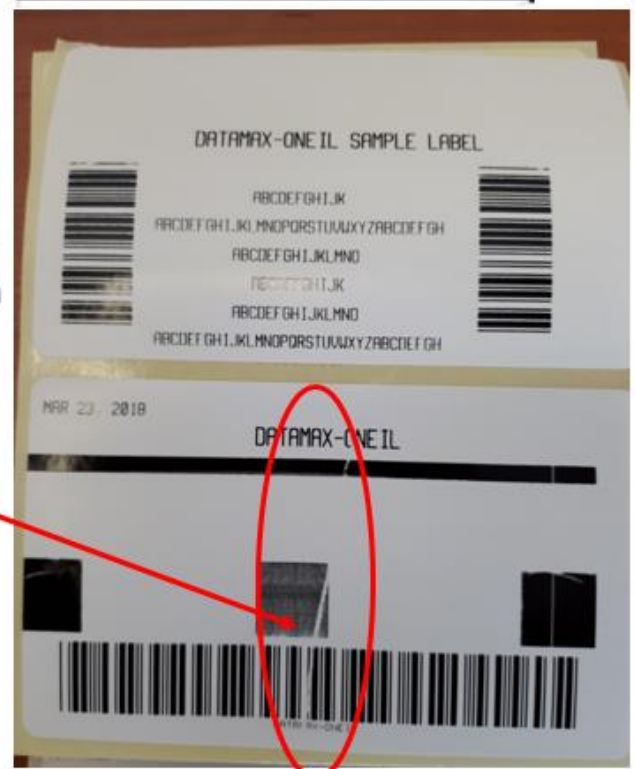
- Menu Mode → User Menu
- Configuration File → Reset as Current
- Date & Time → (current date and time)
- Label Rotation → Disabled
- Menu Language → English

Labels can also be purchased from Trader Plus. These are inkjet printed and the actual label size is slightly smaller, both are acceptable at the DC.

Test or Sample labels

Print a test label as shown in your printer's manual. (Below are examples) If there are errors it means your labels will also have errors and the DC will reject your delivery. The below examples are what is being referred to. The test labels are available on every Data Max, they can differ in style depending on model of printer you have. Below are 3 examples. The reason for the pattern is to be able to identify any areas where the printing may not be clear. This would then affect the read ability on the scanners at the distribution center.

Some examples of test / sample labels that are printed on Data max printers.



Here is an example of a fault in the printing where the print has a fault line through it.

Inbound Audit Process

All orders arriving at the DC are subject to an audit. 1% of cartons from a purchase order are randomly selected by the system. The audit is a scan of the price tags from each item found in the carton and verified against what the carton label is expecting to find. The carton is opened and emptied on the work table and each item is scanned and placed back in the carton. When all items have been returned to the carton an automatic email is generated and emailed to the supplier advising what errors were found.

In the example below there were 2 cartons audited:

- Carton 2-799-5868840-94 should have had 24 units of Item Code 5201012958; all 24 units were there but 1 was damaged.
- Carton 2-799-5869177-26 was expecting to find 24 units of Item Code 5202011464 but instead there was 12 units of 5201012974.

This means there are 12 extra of item 5201012974 and 24 short of item 5202011464.

Please refer to the supplier agreement for penalty calculation.

For audit result queries please email the following: Mdumiseni Ngcamu

MNgcamu@mrpg.com; Emmanuel Damba EDamba@mrpg.com

From: Astronomix SQL Mail
 Date: 2019-02-27 12:00
 To: manager@supplier.com
 Subject: Notification of audit failure of Order Number.: 102091800012345

This email serves to notify you that the above order has failed our contents audit at time of delivery

Transfer Number	Item Code	Item Desc	Size Desc	Expected Qty	Count Qty	Damage Qty	Difference
2-799-5868840-94	5201012958	GLASS RED	Each	24	24	1	0
2-799-5869177-26	5201012974	CHAMPAGNE FLUTE	Each	0	12	0	12
2-799-5869177-26	5202011464	WHISKEY BLUE	Each	24	0	0	-24

The payment for the inspected cartons has been amended accordingly and all other carton numbers on this order have been marked "affected" in our system. If any store claims are processed against these cartons the claim will be deemed for your account. These claims for over and under deliveries will be processed weekly, based on the date on which the store raised the query.

Regards,

Some common errors found at audit:

- The label on the outside of the box does not have match the item packed.
- The correct item is packed but the price tag is for a different item.
- Incorrect size ratio packed – garments have been tagged with the incorrect swing tag.
- Post cartons expect only one item / size per carton but contain more than one size or the entire contents are the wrong size.

Remember the system is doing a comparison between the carton label and the price tags scanned from the contents. Ensuring these are applied correctly to cartons and stock is vital to prevent penalties.

PENALTIES

Objective:

To maximize delivery efficiency, stock accuracy and reduce supplier non-conformance and improve order completion fill rates.

Order Compliance:

1. A valid appointment summary must accompany all supplier deliveries
2. All deliveries must be strictly in accordance with the instructions contained within that order number.
3. Orders that are not accepted by the DC or Regional Depot will be required to be removed immediately off the premises.
4. It is the supplier's responsibility to ensure that any issues are clarified prior to the arrival of merchandise to the DC or Regional Depot.
5. Orders that need to be handled in any manner causing delays at the DC or Regional Depot will attract charges for the suppliers account or may not be accepted.
6. Orders that arrive without a confirmed appointment will not be accepted. This is relevant, even if the order arrives in the same container as other orders which do have a confirmed appointment.
7. Vehicles must be packed in the sequence of appointment times.
8. Orders that are not QA Passed will not be accepted at the DC or Regional Depots.

It is essential that our receiving procedures are adhered to, to ensure the efficient flow of the receiving process and non-conformance could result in a vehicle being removed from the bay and the contents not received.

Penalties:

These are a percentage of the selling price(RSP) of the orders, and late or non-arrival will be reported back to the Divisions so that they are able to make the necessary charges.

Please see below for the current %ages charged.

Division	<u>Late</u>	<u>Non Arrival</u>
1. Mr Price	0.25%	0.5%
2. Mr Price Home	2.5%	5%
3. Mr Price Sport	1%	2.5%
4. Sheet Street	1%	2.5%
5. Milady`s	0.5%	1%

Contact List

Mr Price Apparel

Contact : Sue Samie
 Email : SSamie@mrp.com
 Telephone : +27 31 3108622

Mr Price Home

Contact : Rickey Rossouw
 Email : RRossouw@mrphome.com
 Telephone : +27 31 3108987

Mr. Price Sport

Contact : Veneshree Munsami
 Email : VMunsami@mrpsport.com
 Telephone : +27 31 3108249

Milady's

Contact : Mohammed Mucktoom
 Email : MMucktoom@Miladys.com
 Telephone : +27 31 3135687

Sheet Street

Contact : Rickey Rossouw
 Email : RRossouw@mrphome.com
 Telephone : +27 31 3108987

<u>DC Contacts</u>	<u>Name</u>	<u>Email</u>	<u>Phone</u>
Inbound Operations Manager	Neren Singh	NeSingh@mrpg.com	031 310 8735
Inbound Manager Doors	Clive Subramany	CSubramany@mrpg.com	031 310 8907
Inbound Manager Audits / VAS	Mdumiseni Ngcamu	MNgcamu@mrpg.com	031 310 8910
Supplier Enablement / Returns Manager	Joan Smith	JhSmith@mrpg.com	031 310 8903
Inbound Planner	Simangele Nsimbini	SNsimbini@mrpg.com	



MR PRICE GROUP LIMITED

Supplier & quality manual acceptance letter

DIVISION (please tick where applicable):

MR PRICE ☐ MR PRICE HOME ☐ MR PRICE SPORT ☐ SHEET STREET ☐ MILADYS ☐

**All completed applications, along with other requirements must be submitted for
ATTENTION TO THE SENDER OF THE APPLICATION**

Company Name:

Company Address:

I, We _____ accept the terms

and conditions of this Divisional Mr Price Group Supplier & Quality Manuals

on this day _____ of

_____ 20_____.

Signature:

Honorary Chairmen: L J Chiappini, S B Cohen. **Independent Non-Executive Chairman:** N G Payne

Executive Directors: S I Bird (Chief Executive Officer), M M Blair (Chief Financial Officer)

Non-Executive Directors: K Getz, M R Johnston, R M Motanyane-Welch, M J D Ruck, S E N Sebotsa, W J Swain,
M Tembe, **Alternate Directors:** N Abrams, T A Chiappini-Young, S A Ellis, Prof. L J Ring (USA)

Company Secretary: H E Grosvenor