



Co-op Specific Network Guidelines

September 2021

Basket made from 100%
recycled plastic



Supply chain

Placing orders

We place orders with suppliers using EDI. If EDI fails, we'll use email as a back up. Our next day Fresh deliver orders will be placed no later than 09:30.

Purchase order numbers

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

Order information

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

Incomplete Deliveries and Substitutions

If you can't make delivery of the total agreed order, the part order will still be priced as originally agreed. If certain order items can't be delivered, the rest of the order should still be delivered on the agreed day. Where incomplete deliveries are made, the following actions should be taken:

- submit and accurate Advanced Shipping Notification (ASN)
- advise the relevant Supply Chain analyst;
- tell the Co-op Buyer if the goods are unavailable for five days or longer;
- make arrangements with the Supply Chain Analyst to complete the Order;
- if required the Supply Chain Analyst will raise a new Order for unavailable goods, please don't raise new orders for items you've failed to deliver; and
- the delivery paperwork should show a zero quantity against the goods you've not

Goods ordered should be supplied exactly as specified, with no substitutes for unavailable goods unless specifically agreed with our Supply Chain Analyst or Buyer.

Route to market

There are eight Co-op distribution centres, plus:

- one independent society distribution centre; and
- two local service centres (LSC) at Plymouth and Carrickfergus.

There are some instances where deviation from the above routes to market is allowed, but your Buyer will discuss this with you directly if it's needed.

Supply chain

Route to market (continued)

The distribution centre(s) you'll deliver into will be decided by our Route to Market Team. The team will define whether a line of goods or a your goods follow our Chilled, Frozen or Ambient network.

We'll agree the route to market with you when our Buyer agrees the listing. Any changes will be agreed in writing by your Buyer, making sure reasonable notice is given.

- Chilled network is temperature controlled and works on a 'day 1 for day 2 delivery' basis; a daily frequency with no minimum order quantities.
- Frozen network is temperature controlled. Your lead times will be agreed with your Buyer. Frequency is driven by ordered volumes and minimum order quantities.
- Ambient network is not temperature controlled. Your lead times will be agreed with your Buyer. Frequency is driven by ordered volumes and minimum order quantities.

Our Ambient depots are classified as either a Regional Distribution Centre (RDC) or a National Distribution Centre (NDC). The NDC is used as a single point of delivery to the Co-op and is intended for slow moving goods.

Some of our Route to Market options come with additional supplier charges. These are calculated based on the extra logistical movement which we service on behalf of the you.

These two additional options are:

Channel Islands

The logistics network manages delivery of all Regional Distribution Centre (RDC) products into Channel Island stores on behalf of our suppliers. The cost for this is agreed to on an individual basis with suppliers.

National Distribution Centre (NDCs)

It costs the us more per case to ship from an NDC than it does via the regional centres. The NDC charge reflects the additional cost of transport between the NDC and the RDCs.

Supply chain

How we place orders

We don't store any Fresh goods, (only Ambient, Non-food and Frozen) in our distribution network. This has an impact on how and what we order.

For stocked Ambient, Non-food and Frozen goods, we consider the following to determine our order requirements:

- current distribution centre and store stock levels;
- the 14-day store forecast including any promotional factors;
- logistical efficiencies (load and pallet rounding); and
- expected weather patterns and other strategic buying activities (e.g. year-end investments).

For Fresh goods, consider the following:

- store stock levels;
- product shelf life;
- expected sales between fresh store deliveries; and
- expected weather patterns

With both models, our aim is to achieve the most effective balance between availability and stock levels in store (either from a wastage or stockholding perspective) and to meet our customers' needs.

Logistics

Our Co-op logistics network is made up of up to 14 distribution centres run by Co-op and its delivery partners as well as an independent society (FRTS) depots.

If you supply lines to us (including FRTS) you'll have to follow the processes set out here.

The National Distribution Centre (NDC)

Our NDC is in Coventry. It manages slow-moving lines for us and all independent societies.

It'll handle fast moving lines (if it makes commercial sense) for a supplier to deliver only into one location.

NEW for 2022 – Biggleswade

Early in 2022 We will be opening Biggleswade, we will communicate to all supplier affected at the appropriate time but this is a composite distribution centre which will once fully operational deliver Frozen, Fresh and ambient products to stores across the South East.

Route to market

Our Route to Market Team will determine the right delivery point for each Supplier.

If goods are ordered directly for delivery into one of the independent society distribution centre then the route to market is invisible to Co-op's Manchester team.

For info, Dalcross distribution centre is a cross dock operation only.



Logistics

We may return any non-standard goods that haven't been ordered and, if you agree, distribute them to Fareshare. To opt out of Fareshare you can contact the supplier engagement team (supplierengagement@coop.co.uk).

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

How delivery into distribution centres work

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

Delivery windows and booking-in procedures for Chilled (next day delivery)

For these types of deliveries, our distribution centres work to a pre-booked master schedule (which is altered only by exception).

Each haulier has a fixed time allocated within this schedule. This schedule operates 12:00am – 10:00am throughout the week at all distribution centres (except Leicester, which doesn't receive on Saturday). The delivery should arrive within 30 minutes either side of the allocated time slot. If you can't achieve this, your haulier should contact the distribution centre to make alternative arrangements.

Booking-in Ambient, Frozen and Castlewood stocked Chilled deliveries

You'll have to make delivery arrangements by contacting our Booking-in Team 36 hours before on 0330 6069409 or email supplychainbookingin@coop.co.uk in advance of the delivery day.

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

Any delays to the date of delivery must be agreed and actioned by the demand planner before booking the order in. If you need a time change on a delivery for a future date, you'll need to contact the Co-op Booking-in Team.

Logistics

Booking-in Ambient, Frozen and Castlewood stocked Chilled deliveries (continued)

If a delay is incurred on the delivery day, you should contact the warehouse, using the contact details below.



DEPOT NAME	DEPOT CONTACT NUMBERS
ANDOVER	01264 712 250 / 251 / 252
AVONMOUTH	01454 635 452
BIGGLESWADE	TBC
CASTLEWOOD	01773 864 330 / 331
CARRICK FERGUS	02893 365 344
COVENTRY	Goods In 02476 339 711/ Collections 02476 339744
LEA GREEN	01744 833 054
NEWHOUSE	01698 737 097 098
NORTH EAST	0191 411 2333
WELLINGBOROUGH	0161 692 0171
WEST THURROCK	01708 895 838 / 839 / 840 / 850
FROZEN DEPOTS	DEPOT CONTACT NUMBERS
ANDOVER	01264 712 254/ 263
NEWHOUSE	01698 737 097 098
LEA GREEN	01744 833 155
INDEPENDENTS	DEPOT CONTACT NUMBERS
LEICESTER	01162 316 782

If your haulier wants to deliver more than one order, all order details will have to be given.

Deliveries for independent societies should be booked directly with the relevant society on the following numbers:

Leicester 01162 316 782

7. Logistics

Booking-in Ambient, Frozen and Castlewood stocked Chilled deliveries (continued)

Please don't make a delivery using multiple vehicles. If you need to make a delivery using multiple vehicles, a separate order should be raised for each consignment.

If your haulier wants to deliver more than one order, all order details will have to be given.

Deliveries for independent societies should be booked directly with the relevant society on the following numbers:

Leicester 01162 316 782

7.3 Information Required on Arrival at Distribution Centres

At most sites, there's either a guard at the entrance to the site or an intercom to contact access control.

The driver will need to quote the purchase order number upon entering the depot.

7. Logistics

Temperature controlled deliveries

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

The Distribution Codes of Practice require the following regime (overleaf)...

Some Suppliers of Co-op Brand Goods may be subject to slightly differing temperature regimes as specified in the 'Distribution Codes of Practice' which can be found on the myCore system (Link). The Codes of Practice temperatures must be adhered to.

Product type	Product Group	Accept
A	Chilled Meat, Poultry & raw and cooked Fish (including products e.g. breaded, burgers, sausages and ready to cook)	-2°C to 4°C
B	Chilled minced beef, lamb and pork	-3 to 2°C
C	Deep chilled Bacon, Pizza, Quiche, Ready meals, Christmas party food, Christmas desserts	-5°C to 8°C
D	Chilled Antipasti, butters/fats, cream, cheeses, cream cakes, desserts, garlic bread, milk, pasta, pies, soups, sushi, Hot Food Breakfast (bacon/sausage) cooked meats, pate, sandwiches, food to go salad pots, juices, dips etc.	-1°C to 8°C
G	Bananas, Pineapples and Poinsettias (report to QC if below)	12°C to 20°C
H	Chilled produce full head lettuce, celery & prepared Produce (salads, fruit, veg, potato products and stir fries)	0°C to 8.0°C
I	Other produce and cut flowers plants, jersey & new potatoes, tomatoes, aubergines, cucumbers and peppers.	0°C to 12°C
M	Eggs	7°C to +20°C

Some suppliers of Co-op own-label goods may be subject to slightly differing temperature regimes as specified in the 'Distribution Codes of Practice'. These can be found on the myCore system. The Codes of Practice temperatures must always be adhered to.

The warehouse will refuse any goods delivered with less than the minimum guaranteed shelf life. This is agreed on the new item form at the point of listing (unless prior agreement with Co-op Buyers has been received). These requests should be made to the relevant Supply Chain Analyst, if you're not sure who this is please use the Contact Matrix.

7. Logistics

Good Faith Receiving

Good Faith Receiving (GFR) was introduced in 2018 to provide an independent count of goods delivered via 'drop and drive', in order to deal with short deliveries fairly.

We employ an independent auditor who counts a sample of your deliveries (5% sample – with a 1% tolerance) over a 13-week period. The data recorded is cross-checked against your invoice and any discrepancies are calculated as an 'error rate'. Only deliveries found to volume discrepancies against the invoice are used to calculate the error rate; deliveries with greater volume than states in the invoice are processed as per the process mentioned in the Logistics Section.

Monitoring error rate

You can access an internet dashboard will give you details of your order's error rate. The dashboard is updated weekly to show the delivery quantity vs. invoiced quantity. If don't have access to the dashboard but need it, you can contact our Supplier Engagement team (supplierengagement@coop.co.uk)

Raising a query

You're able to raise a query or raise a dispute to the independent auditor by entering a challenge on their portal. For more information, you can review the guide on the Supplier Portal. If for any reason you want to speak to someone other than our auditor about your query, you can escalate your query to the Supplier Engagement team (supplierengagement@coop.co.uk).

How we calculate your GFR invoice

At the end of each 13 week period – we accumulate the invoices we've received from you and multiply it by the error rate.

For example: total invoice (£1,000,000) * error rate (0.12%) = invoice to be raised: £1,200.

From 2019, the Central England Independent Depot at Leicester will also be included in this calculation.

Further details on Good Faith Receiving for both delivery at depots and also delivery into stores can be found on our Supplier Portal.



Any questions?
supplierengagement@coop.co.uk



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