



## FULLER, SMITH & TURNER P.L.C. ("Fuller's")

### FULLER'S DELIVERY & INVOICING REQUIREMENTS & EDI GUIDELINES

#### TERMS AND CONDITIONS

Fuller's standard terms and conditions (available at [www.fullers.co.uk/corporate/suppliers](http://www.fullers.co.uk/corporate/suppliers)) shall apply to all services / deliverables provided by the supplier to Fuller's, unless otherwise agreed in writing by an authorised representative of the parties.

#### GENERAL PRINCIPLES – EDI suppliers

Supplier systems and processes must integrate in full with Fourth Tradesimple EDI.

All message types must be delivered in the format specified by Fourth.

#### EDI MESSAGING

There is a one-to-one relationship for all messages which means - **One Order to One Delivery to One Invoice.**

The only exception to this is for back orders. A supplier can only do back orders if they have prior agreement with Fuller's and they conform to the Fourth rules for document reference threading. If agreed, a back order has one order, a number of deliveries and a number of Invoices. With each delivery there should still be ONE Delivery Note to ONE Invoice document.

The supplier and Fuller's will implement all standard Fourth EDI message types:

Order	Fuller's	By agreed cutoff
Acknowledgement (not mandatory)	Supplier	30 mins after receipt of order.
Confirmation	Supplier	Within 24 hours of order.
Delivery Note (ASN)	Supplier	Day of delivery, before physical delivery arrives at the site.
Goods Receipt Note	Fuller's	Within 24 hours of delivery.
Invoice	Supplier	Within 24 hours of delivery.
Credit Request	Fuller's (auto generated by Fourth)	When Invoice and GRN are both present and matched the system automatically sends the request for credit.
Credit Request response	Supplier	Within 14 days of request.
Credit Note	Supplier	Within 14 days of request.



## LOGISTICS PRINCIPLES

### General logistics

Order schedules by site/day/time window will be agreed in advance. Changes should either be requested by Fuller's or the supplier with at least 2 weeks' notice.

Orders requested after cut-off time should still be raised on Tradesimple as usual. The site will contact the supplier by email requesting delivery on the normal day. Suppliers to assist where possible.

Order Day One (before agreed cut-off time), delivery between 09:00 and 18:00 on Day Two or Day Three in line with agreed ordering process, avoiding 12:00 – 14:00 (food service hrs). Sites that have bedrooms can receive deliveries from 06:30. Orders can be placed seven days a week, but delivery days will be pre agreed. Full delivery schedule details to be provided by supplier and agreed by Fuller's. These will be uploaded onto the system by Fourth. The system can accept delivery time slots as well as delivery days.

Where a supplier has been provided a key, drivers must ensure all security systems are re-activated before leaving. New locations to be agreed prior to opening.

Suppliers should deliver and only Invoice items that are available and sites will re-order any shorts. The Confirmation and/or Delivery Note has the capacity for supplier comments that should be used to advise the site of any shortages.

Back orders are not permitted unless agreed in advance with the relevant Fuller's buyer.

Substitute products are not permitted by suppliers unless previously agreed by the relevant Fuller's buyer and set up in the Fuller's Star Chef catalogue and made available in FnB.

Force drops are to be avoided. Any orders required can be placed centrally by Fuller's.

Before trading, the supplier and Fuller's must agree minimum/maximum order quantity (or value) and any delivery charges.

The supplier must provide a unique code for each house. This will be loaded into Tradesimple and be referenced on every document.

### Delivery and receipting

Where possible, the driver must wait for a member of Fuller's staff to confirm the full delivery by product before leaving the site.

A signature from both parties is required either on a hardcopy Delivery Note or sign-on-glass. If delivering via a third party, a photo of the goods or parcel inside the site must be available.

The site will annotate the Delivery Note with any short delivery or quality issues in the space provided.

Scanned hardcopy Delivery Notes or electronic Delivery Notes should be available in the shared Teams folders with Fuller's within one week of delivery where a Credit Request has been rejected. All other Delivery Notes should be available upon request by Fuller's.



Any quality issue discovered after the driver has left will be notified by Fuller's to an agreed supplier communication point. Resolution of these issues will be managed outside of the e-trading systems but Credit Notes to be uploaded to Tradesimple for the relevant order.

Where a delivery is not able to be checked by a member of Fuller's staff, they will mark the driver's paperwork unchecked, with the reason why it could not be checked. The Delivery Note should still be signed, and name printed by both the driver and the Fuller's member of staff.

All key drops deliveries will require a photo as proof of delivery.

Suppliers to record delivery service levels and share these monthly with their relevant Fuller's buyer, this should also include details of whether orders were delivered to sites outside of delivery slots and next day order requests along with shortages.

## **INVOICING**

The supplier will clean Invoice based on signed-for quantities. i.e. Suppliers will Invoice Fuller's for what was delivered and signed for on the Delivery Note (this makes it more efficient than invoicing on despatch, with Credit Notes required for any issues). Invoices should be raised within 24 hours of the delivery.

Suppliers must respond to a Fuller's Credit Request within 14 days.

All Invoices for Tradesimple suppliers will be processed via Tradesimple. A supplier cannot present Invoices via any other system, or on paper.

The supplier cannot part-Invoice for a delivery (Delivery Notes and Invoices are One to One)

The supplier will provide Fuller's with a monthly order/Invoice statement five days after the month end payment has been received by the supplier.

## **PRICING**

The agreed price of a product is at the point of order NOT delivery unless otherwise agreed with the Fuller's buyer.

Any change in a product price must be agreed in advance with the relevant Fuller's buyer in line with the agreed notice period. Note: the minimum notice period used only in an exceptional circumstance is 2 weeks. Price changes are to be loaded into Star Chef with an effective date agreed with the relevant Fuller's buyer and ahead of any orders placed. The supplier must submit price changes on a spreadsheet supplied by Fuller's in the format that Fuller's require.

## **PRODUCT CATALOGUE MANAGEMENT**

The supplier will provide Fuller's with all new or changes to product information in an agreed catalogue format.

## **SUPPLIER KPI's**

Fuller's and the supplier will agree KPI's for product availability and delivery reliability.

## **FOURTH COMMERCIAL ARRANGEMENTS**



The supplier will pay all Fourth new supplier adoption fees and ongoing fees for using Fourth systems to e-trade with Fuller's.