



Supplier Delivery Manual ***(UK & Ireland)***

1. Introduction

Dear Supplier Partner:

We have and continue to invest into our network, to improve our ability to serve both the needs of our Supplier Partners and our end customers.

This investment underpins our commitment to having the best range of products available at the best price and service for all our customers. We continually review our network to ensure that we deliver the best possible service to our end customers, and delivery conformance remains vital in achieving our aims.

The correct presentation of goods, as clearly indicated in **Section 2 'Delivery Requirements'**, is key to ensuring swift and trouble-free deliveries. By following the guidance and rules set out in this manual, you will benefit from a more efficient and cost-effective route to market.

'The Delivery Conformance Programme' (Section 3) is a key part of our supply chain. The following guide details the implications to our Supplier Partners for non-compliant deliveries. When an order is accepted and a booking made, our delivery standards are accepted, which includes the Delivery Conformance Program (DCP).

All deliveries in to our warehousing operations are actioned by our logistics Partner GXO.

The DCP monitors all inbound shipments to Currys facilities to ensure that they are compliant with our standards and the standards of our Logistics Partner GXO. The intention of cost recovery and related escalation procedures is both, to offset unnecessary expenses that could have been avoided as well as incentivising compliance and reducing impact to other Supplier Partners.

We will work closely with you and GXO to ensure that all your delivery methods comply with our standards. Our objective in proceeding with this process is to drive full compliance from our entire supplier base and to continue in driving up standards in service to our joint customers.

We fully appreciate your co-operation in this process and look forward to a combined approach to delivering stock to our customers as we would like to receive them.

2. Currys Delivery Requirements

2.1 Product Attribute Details

- When agreement is reached between Currys and yourselves to range a product, a FULLY COMPLETED attribute set up sheet must be communicated to the buyer. Any key details missing from this document will cause delay in product set up and/or ongoing exclusion from the range.
- Of key importance to the Currys supply chain are the product attributes relating to product dimensions and configuration. These include
 - Packaging qty for carton or box
 - The pallet and layer quantity in which the product will be presented.
 - Full product dimensions
 - Product weight (3 different measurements required by law under WEEE directive)
 - Pallet Height in units and measurement. (cm)
 - Single pallet weight (KG)
 - Stack height per product
 - Hazardous goods - Battery size, make up of Battery, any hazardous labelling on the product.
 - Correct commodity code (10-digit format) and accuracy Country of Origin
- During the lifecycle of the product if any of the details change, a product set-up amendment must be completed and sent to the central data team. Alterations must be communicated at least 4 weeks prior to the change applicable date.

2.2 Site Details

Site Name	Cost Centre	Contact email	Contact Number	Delivery Address
Newark CPW	NA	cpwbookings@currys.co.uk	01636 646029	Building 2, Newlink Business Park, Long Hollow Way, Newark, Notts, NG24 2NH
Newark RDC	7099	rdcadmin@dixonsretail.onmicrosoft.com; HFC-Inbound-FLMs@gxo.com	01636 646075	
Newark SPW	7099	spwgoodsin@dixonsretail.onmicrosoft.com; SPW-Inbound-FLMs@gxo.com	01636 646029	
Newark HFC	7395	HFCInboundAdmin@dixonscarphone.com; HFC-Inbound-FLMs@gxo.com	01636 594005	Building 1, Newlink Business Park, Long Hollow Way, Newark, Notts, NG24 2NH
Harworth ERDC	7395	harworth.contacts@gxo.com	01909 590020	Mulberry Logistics Park, Nook Flatt Road, Bawtry Road, Blyth, Nottinghamshire, S81 8HJ
Bristol ERDC	7399	bristolcontacts@dixonsretail.onmicrosoft.com	01375 648623	Western Approach B Park, Severn Beach, Bristol, BS35 4GG
London Gateway ERDC	7403	lgwcontacts@dixonsretail.onmicrosoft.com	01454 634737	Plot 310, DP World, London Gateway Logistics Park, SS17 9PD
Bolton ERDC	7409	BoltonHFC@dixonsretail.onmicrosoft.com	01204 854683	Plot E2, Logistics North, Bridgewater Avenue, Bolton, BL5 1EE

2.3 Bookings

Site Number	Newark RDC	Newark SPW	Newark HFC	Newark CURRYS
Bookings Automated Email	Centralbookings@Currys.co.uk			
Bookings Escalation/Enquiry Email	CentralBookingsEscalation@Currys.co.uk			
Booking Required by	21 Days prior to delivery (lead times permitting)			
Fixed Booking Slots	Not currently available			
Set Format Booking Form	Yes			

- Where order lead-time allows, booking requests should be received 3 weeks prior to delivery unless prior arrangement in place.
- Booking requests will not be considered more than 3 weeks prior to delivery, unless with prior arrangement.
- You must ensure that the booking request and purchase order (PO) delivery week's match
- Delivery slots must be pre-booked using the standard booking *form*. The first top columns must be completed as indicated, then e-mail the form to the address indicated above.
- You must book a separate delivery slot for each vehicle. To do this, please complete a separate line on the booking form, stating a load number to distinguish between each load.
- If you are delivering to more than one facility at the same site (e.g. to the HFC *and* RDC at the Newark Campus), you must book a separate slot for each facility, allowing at least 60 minutes between the end of one slot and the beginning of the next one.
- If you have multiple lines on an order, please ensure that the line numbers are in order on the request. Each site has a maximum of lines they can accommodate – refer to the Central Bookings Team if clarity is required.

Confirmation of Delivery Slot

- We will respond with confirmed delivery slot details as soon as we can, our SLA is 48 hours of submission. We will try to cater for your preferred delivery times/dates but cannot guarantee to do so. **Slots are allocated on a first come first served basis, within business priority.**

Fixed delivery slots

- Previously, Supplier Partners in some circumstances were given the opportunity to use fixed delivery slots. We currently do not have scope to enter into any new arrangements on fixed slots. If you have an existing agreement, please see below for the process for these
- If you have fixed delivery slots, you must re-confirm these by the Friday 2 weeks prior to delivery. For instance, if you wish to deliver on the Thursday of week 5, we must receive your request no later than the Friday of week 03. If you fail to do so, we may cancel your slot, and it will be your responsibility to book an alternative slot that still meets the delivery date(s) specified in our order. Please also be aware that if you have a fixed slot with us the first request you send will automatically be allocated to your fixed slot.
- To reconfirm a slot, simply complete and submit the relevant standard booking form specifying your fixed slot in the “preferred delivery date/time” columns. Please submit to the escalation team marked as ‘Fixed Slot Booking’.
- If you repeatedly fail to reconfirm or honour fixed delivery slots, we may cancel your fixed slots permanently and require you to book all deliveries individually.

Slot not available

- Occasionally, we may not be able to give you a delivery slot for the delivery date(s) specified in our order. If this happens you must refer to the Commercial team, who will advise on next steps.

2.3 Bookings Continued

Changes to Requested Slots

- On rare occasions you may find that you need to change an agreed booking slot. In this event you should send an email quoting the original booking reference provided to the relevant email address. We will consider your request and reply as soon as possible, we may not be able to give you a delivery slot for the delivery date(s) you have requested.
- Any changes must be made at least two business days prior to the booked delivery. Changes made later will be considered as a delivery conformance issue.
- Any changes to an agreed booking slot must be made using the bookings form with changes clearly high-lighted. Changes, Changes to stock within an existing booking can be made up to 12 hours prior to delivery but the POD must match the booking – if there is a change to the POD this information must be sent to CBE highlighting the change.

HOW TO COMPLETE THE CENTRAL BOOKINGS REQUEST FORM

- Always use the correct form as the information is taken directly into our automated booking system. If this is not done correctly it will cause a delay in the confirmation of your booking slot.
- Up to date, booking form templates can be requested from CentralBookingsEscalation@Currys.co.uk
- If you are unsure of any of the details, please speak to either the Planner or a member of the Central Bookings Team.
- A PDF confirmation will be sent to you upon successfully gaining a booking slot with the delivery date, time and unique 5-letter booking reference.

EXCEPTIONS FOR SPW (Small Product Warehouse) AND NEW RELEASE SOFTWARE

- We are aware that on some occasions it is not possible for us to be notified of a booking 14 days before the delivery date, due to shorter lead times. On these occasions, we can manually support the booking, but should be sent to CentralBookingsEscalation@Currys.co.uk instead of the standard email address stating that it is for a New Release.

2.4.1 Load Presentation

	Newark RDC	Newark SPW	Newark HFC / Harworth / LGW / Bristol / Bolton	Newark CPW
Container				
Fork/Clamp Truck Unload	Yes			
Driver Waiting	Rest Area only			
Allowed on site (prior to slot)	30 Mins			
Must Leave Site (After Slot)	1 Hour			
Driver responsibilities	See Section 2.4.2			

2.4.2 Delivery requirements

Delivery Paperwork can be electronically sent in advance of delivery or presented by driver upon delivery. Please contact centralbookingsescalation@currys.co.uk for confirmation of the correct addresses for sending paperwork electronically.

- All delivery paperwork must include:
 - your correct company name.
 - Currys order number
 - Currys product code
 - Clear product description (no abbreviations)
 - EAN number (Different Retail & Outer Box if required)
 - Total delivery quantity, listed by line with number of units
 - Number of pallets
 - Currys booking reference (supplied by bookings team / SAP booking System)
 - Delivery address
 - Delivery date and time slot
 - Trailer seal numbers
 - Pallets packing details have own list of SKU's and Quantities

- **Goods in Office Newark - HFC– Building One
RDC, SPW & CPW Building Two
Returns collections Building One**

- If a driver fails to present the correct delivery paperwork on arrival at site, this will be considered as a delivery conformance issue, and we may refuse the load if the driver cannot obtain correct paperwork within a reasonable time.

- If you are delivering to more than one facility (i.e., RDC & HFC at Newark) there must be a separate delivery note for each delivery. Delivery notes must be original and not handwritten. They must be clear to read in English.

- Drivers must wait while delivery documents are checked. They must countersign the paperwork as requested by us. If a driver refuses to wait, we may refuse to unload.

- **Delivery drivers should have a contact number for their own Management Team to deal with any discrepancies with their management.**

- If a site refuses a delivery, a GXO staff member will give the reason for the refusal and sign the paperwork.

- Newark SPW – A delivery into SPW may be tipped on a pallet count - no liability will be accepted until the delivery has been fully checked. Any claims will follow within 48hrs.

Site and Security Controls

- Entrance to a site is strictly controlled with a valid booking reference by the gatehouse who will ask for the delivery paperwork.
- A vehicle showing signs of being tampered with will be refused at the gate house.
- Seals must be present on the trailer and the seal number on vehicle must match the paperwork
- Vehicles must arrive no more than 30 minutes before the beginning of the agreed delivery slot.
- For health and safety reasons, drivers must park in the dedicated holding location to which they are directed.
- Vehicles and drivers may be subject to security checks and searches at any time whilst on site. These checks may be carried out at random or for a specified cause.
- Prior to unloading the vehicle, it will be checked to ensure its security has not been compromised. Any serious risk will be reported to the appropriate authorities.
- We operate 24/7 CCTV at all our sites to ensure delivery and safety procedures are adhered to.
- **For health and safety reasons, all delivery drivers will be required to surrender the vehicle keys prior to unloading. They will be returned with completed paperwork after unloading. If keys are not submitted to the Inbound Office, we will refuse the delivery and the driver must leave site.**
- Only by previously agreed arrangements, trailers may be dropped and left on site overnight.
- **Electric Vehicles** have no specific requirements other than ensuring enough charge to complete the delivery.

Backhaul Deliveries – This service is available via our transport partner GXO. Please ask the Distribution Planning Team and they will be able to advise you of your next steps. Arrangements need to be made for overs or damage collections.

[Note, the contractual relationship for backhaul collection and delivery is between the supplier and GXO](#)

Drivers and their Passengers on Site.

Drivers MUST comply with all site traffic regulations and all directions given by site personnel.

Drivers and their Passengers Must:

- Wear a high visibility 360 degree fastened vest or jacket
- Wear safety shoes or boots
- Have a basic knowledge of English.
- Fully understand how their vehicle operates.
- Comply with all reasonable instructions from site security and other staff
- If a side unload, Drivers should ready the trailer (open curtains, raise roof etc..) to enable swift unloading.
 - GXO / Currys colleagues will not interact with the trailer other than unloading the pallets / products
- Drivers must remain on site and be able to assist warehouse colleagues should they be required (Shunting, move curtain poles, as examples)
- Drivers & Passengers are not allowed on the trailer bed whilst unloading takes place.
- As part of our H&S process all drivers must hand in **all** their keys to Goods in whilst the trailer is on a bay:
 - **At no point can a driver enter his cab with his keys until informed by the Goods in clerk**
- Smoking within the site is only allowed in designated areas.
- Drivers must keep engine and mechanical noises to a minimum whilst at the site. Drivers should also pay due respect to residents and businesses whose properties are located on or near to roads leading to our sites and should only use main access roads to sites, not side roads or short cuts.
- Abusive or violent behaviour toward any member of Currys or third-party staff will not be tolerated.
- Any offending driver will be banned from all Currys and associated 3rd party sites.
- Drivers are not allowed to spend the night on site.
- Drivers to remain in the rest area unless instructed otherwise
- Drivers must be able to wait for a reasonable period to allow checks of the products to take place

Vehicles

- All trailers must be clean, odour-free and watertight.
- All trailers must be suitable for unloading from the rear (dock leveller) or unloading from the side (curtain sider) – see section 2.5 Delivery Presentation.
- All delivery vehicle trailer decks must be capable of withstanding the weight of a Forklift Truck. (2.5 tonnes)
- All vehicles must be roadworthy, fully insured and comply with all traffic regulations and licensing requirements

2.5 Delivery Presentation

Type	Newark CPW	Newark SPW	Newark RDC	Newark HFC	Bristol ERDC	London Gateway ERDC	Bolton ERDC	Harworth ERDC
Double Stacked Pallets	Prior Arrangement Required							
Mixed Pallets	Yes, with site agreement – clearly labelled as “MIXED PALLET” on at least 2 sides, no mixed products across pallets / different products separated in layers with clear labels per layer							
Required Pallet Height	1.5m Incl Pallet	2.1m Incl Pallet	1.8m Including Pallet					
Standard UK Pallets	YES – Standard 4 way 1200 x 1000 wooden pallets in good condition							
Euro Pallets	Only with site agreement							
Custom Pallets	LSTV's only or with prior agreement							
Pallets Returned	NO							
Clampable Loads	NO	NO	YES	YES				
Toted Products	YES	YES	YES	NO				
Clear Wrapping	YES							
Black Wrapping	With Prior Agreement only							
Unload Method	Rear	Rear	Rear / Side	Rear / Side				

Barcodes

- Each product must have its own unique barcode, which must be one of the following: EAN8, EAN13, UPC12
- The print quality must be clear enough for our RF Guns, products may be refused if the barcode cannot be read
- Inner and outer shipping cartons must carry a different barcode from the retail unit and must adhere to the barcode types set out above (a common fault is to have the consumer unit barcode on the shipping carton - this is NOT permitted)
- **Do not use bar codes on outer package cartons unless it is different to the inner single unit barcode.**
- Carton barcode labels must face outwards when stacked on pallets, to reduce unnecessary breakdown of the pallet/box and must be machine and human readable to comply with EAN guidelines on labelling
- The labelling must be clear stating the number of inner and outer packs. The inner pack must clearly state it is a single unit.

Palletisation

Pallets should be built to the heights shown in the table above (Required Pallet Height) – if you can fit another layer on top of the pallets as they arrive and not exceed this height, the delivery will be considered non-conformant

Packaging

- **Please evaluate the amount of packaging used, preferred options are, No outer boxes on products Use Cardboard Corners and wrap or One Pallet Outer sleeve.**
- All small products must be packed in sealed cartons.
- You must not use more packaging than is necessary to protect products during transit
- Products coming in packs that need to be broken down must be easily and quickly accessible e.g., no heavy staples
- Multi part product must either be strapped, banded or shrink wrapped, as most appropriate.
- If empty boxes are used to level off pallets, these MUST be clearly labelled and placed at the top of the pallet. Empty boxes MUST be plain and not have any printing or barcodes on.
 - You MUST clearly mark empty boxes 'EMPTY box' on each side of the cube.
- Any 'part' box MUST be clearly identified, labelled, and placed at the top of the pallet
- All loads must comply with UK legislation on manual handling of products
 - Stack Heights must be on every product meeting industry standard symbols
 - Clamping orientation and positioning should be on every product
 - Where oversized / weight, products should reflect minimum manual handling per product
 - Banding should not be on the clampable side of product, of good quality and tight to the product
- **We are continually reducing our carbon footprint and finding more efficient and greener ways of working. To reduce packaging in our supply chain, we can support with the reuse of Tote Boxes for deliveries into SPW & CPW. For more information, speak with the Distribution Planning team.**

3. Delivery Conformance

3.1 What Happens when it goes wrong

Our delivery conformance measures 2 key points – whole load failures and non-compliant accepted load. Each failure can carry up to a £200 charge to cover additional costs caused by the error.

Whole Load failures could be a delivery that fails to arrive, the driver leaves prior to unloading (Pull Out) or we refuse as we are unable to unload.

The main reasons we need to refuse a load are:

- No clamp gaps to safely unload the product.
- Booked incorrectly:
 - Loads booked as a specific configuration arrive different to advised, for example, a rear unload must arrive as a rear unload.
 - 1 Booking reference arrives split over 2 delivery slots – each booking reference must be within 1 load (we can support 2 booking's on 1 load split across 2 areas, for example, 10am arrival in to RDC followed by 12pm arrival in to HFC, but at least a 2 hour gap must be between each booking)
- Containers must have available space at the rear of the load to allow the first block to be safely removed.
- Fallen blocks of stock caused in transit
- High Proportion of damage to products

3.1 What Happens when it goes wrong

Non-compliant loads are not always whole load failures, but specific products may be refused or the whole load may be refused if deemed unsafe or workload is too much to complete without disruption to other suppliers.

Issues could be (but not limited to):

- Late arrival
- Pallet / Product / Barcode Error
- Unannounced arrival
- Unsuitable vehicle (or not as booked)
- Damaged product(s)
- Incorrect orientation of product

Damaged/Incorrect Products

- If an incorrect (not on booking) or damaged product is found at the time of the delivery, the driver will be required to take it back with him, having signed for it as a return. Failure to accept the return may result in the entire delivery being rejected.
- If it is authorised that a damaged product is held on site due to the driver being unable to return the stock. **This must be collected within 7 days.** This is arranged through the Inbound GXO team with a Returns to Supplier (RTS) authorisation number provided withing 48 hours of notification.
- Currys will notify you as soon as possible if any product is found to be incorrect or damaged after the delivery is completed.
- You must then contact the Inbound GXO team as soon as possible to arrange the date and time when you will collect the rejected products, which must be within 7 days. If you fail to collect them within 7 days, we may return the products on your next inbound delivery.
- Please be aware we operate 100% quality checking on all inbound products in all areas.

Short or Over Delivery

- Products delivered more than the quantity ordered, or which have not been authorised by us for delivery, will not be accepted, and where possible will be returned with the delivery driver.
- Any shortages noticed on delivery will be marked on the delivery note, which the driver will be asked to sign. Due to the nature of our receiving checks, discrepancies may not always be identified at the time of delivery. If so, we will notify you within 48 hours of the delivery.
- If we notify you of an over delivery, you must contact the relevant bookings team immediately to arrange the date and time when you will collect the excess products, which must be within 7 days. If you fail to collect them within 7 days, we may return them to you at your cost.

Section 4 – Bookings Contact

Currys Automated booking service: CentralBookings@Currys.co.uk

Currys Bookings Escalation: CentralBookingsEscalation@Currys.co.cuk

Section 5 – Returns

5.1 Returns Procedures Summary

The Returns Warehouse in Newark is purpose built to flow product returns from Currys to suppliers. **It is not a storage warehouse.**

Inbound deliveries – you should always check and consider if there are any customer returns that can be collected on the back of booking in a delivery to speed up the return's turnaround times, whether it's a pallet or in excess of this. Collections are from the Returns department; drivers will be directed by Security.

If the collection is following on from a delivery, please ensure the driver has enough hours to process the collection.

Courier Collections

Please stipulate either an AM collection or PM collection when booking.

Anything greater than 7 x pallets will require a 'live' bay collection and will need a timed collection slot. Any non-timed collections (including any with less than 7 x pallets) will be dealt with on a first come first served basis, working around our pre-agreed times collections.

We operate a secure site and any vehicle making a collection from site must be capable of being sealed before departure from site, irrespective of size of the collection. Cars will not be granted access to site. Vehicles should be of a commercial type capable of being loaded by a FLT.

We expect all suppliers to adhere to the following procedures:

- All Suppliers must collect all authorised returns within the timeframes laid out below.
- All inbound vehicles into the Newark Campus will be expected to collect all authorised returns.
- **Failure to collect returns on time may result in Currys refusing inbound deliveries**
- We can arrange for returns to be delivered to you at your cost if you do not collect as scheduled.
- Collected products returned to the supplier will be credited at the current Average Cost Price (ACP).
- Code 5 returns will not include serial number, fault reason or date information.
- We are not able to link returns to the original purchase invoice

5.2 Returns Process

The Returns department will email a Bill of Lading (BL) together with an excel spreadsheet, listing all products for return.

When a rejection is made the following information is required: -

- BL number
- Pallet or box number
- Currys product code
- Rejection reason
- SLP number
- The excel spreadsheet highlighting those rejections

The authorisation number will be added to the BL. **Further rejections from this stage will not be accepted.**

RW will email the BL to you and expect authorisation within 1 working day. This will lead to a 5-day turnaround.

5.2 Returns Process continued..

Example – Returns department send BL to you on Day 1.

Rejections removed Day 2 / 3

You authorise by Day 4

You collect Day 5

Currys will agree the size of BL's with all suppliers to ensure the maximum utilisation of space and transport (Any agreements currently in place will be reviewed and changes notified in writing).

You must contact the Returns Booking Department to agree a collection time, date and obtain a booking reference.

5.3 Loading and checking – The Returns Warehouse will load the returns on to your vehicle and issue a despatch manifest and seal the vehicle where possible.

Your driver has responsibility for the safety and security of the stock once the vehicle has been sealed. Claims for damage in transit will not be considered.

Failure to collect - failure to collect authorised returns at the agreed time and date may lead to storage charges at the following rates: -

- £12 per pallet per week
- £2 per box per week.

Any charge will be notified by email within 48 hours of collection failure.

Notwithstanding the above, Currys reserve the right to dispose of any failed collections and charge the supplier accordingly for the product plus storage costs.

5.4 Discrepancies

You must physically check the stock received against the despatch manifest, **not the BL**, by pallet, carton and individual unit. Notification must be made within two working days of collection for pallet or box count discrepancies and within five working days for individual unit discrepancies (5 to 10 days if outside of the UK).

Discrepancies reported outside the above timescales or without the required information will not be considered.

When notification is made the following information is required: -

- BL number
- Pallet or box number
- Currys product code
- Number of units discrepant
- SLP number

You should contact the discrepancy department by emailing supplierclaims@Currys.co.uk

Section 6 –Other information

6.1 Site Directions

Directions to all our sites can be found on Google Maps using the information in 2.2. Should you require a more detailed route, contact the Bookings team

6.2 Operating Hours

All our sites operate over 24 hours a day, 7 Days a week, but Goods In hours vary, contact the Central Bookings Team for the latest information.

6.3 EDI

Within our terms of trading it is a condition that suppliers will be EDI enabled. As a minimum we expect suppliers to be able to receive orders and submit invoices electronically. If you are not already an EDI partner, information on our requirements and available messaging can be obtained from your merchandise team

6.4 Article (product) Set-Up Form

For all standard Article (Product) Set Up information, contact your merchandise and category contact in Currys, who will be able to supply all information relevant to you.

Section 7 - Frequently Asked Questions

Can you suggest a good haulier?

- No. All hauliers perform differently for different suppliers and it is usually the level of management by the supplier that dictates the level of performance
- Our Transport partner GXO do offer a Back Haul service, speak with the bookings team for details.

What is a good barcode?

- EAN8, EAN13 or UPC12 barcodes. Any barcode longer than 13 digits cannot be scanned and therefore would be a non-compliance. If you have any barcode related query prior to delivery, please contact Currys so that a sample can be checked and reviewed.

Why do barcodes on the retail unit and outer pack have to be different?

- The barcodes are scanned on inbound and outbound, so if a retail unit barcode is placed on the outer box there is a danger, for example, of sending 10 packs of 10 to a store rather than 1 pack of 10 to the retail units. Outer cartons not having a different barcode is one of the most common errors by suppliers so please ensure that it is actioned and that your Currys commercial contact is aware of outer pack barcode, so the system is updated. We would prefer no outer boxes over products.

What happens if our driver has been delayed due to a traffic delay?

- Aiming to arrive in good time prior to your booking slot should help alleviate this. If the delay is liable to make you late then please contact the site booking team to advise them of the issue, and when you think the driver will arrive. This will still be recorded as a late delivery but in knowing about the delay the site may be able to adjust the Goods-In calendar so they can still accept the delivery at the revised time.

If there is a major road delay close to the site, is it not a little unfair to record our delivery as late because it is out of our hands?

- The Distribution Planning team will take this into account and will review other supplier's arrival times on the same day to ascertain just how bad the delay was on the motorway.

How long will it be until I get a response to my booking request?

- Currys will ensure that you get a response as soon as possible, but no later than 72 hours prior to the booking slot. If chasing a response, please do not re-send email requests as this causes delay for the booking team. A telephone call enquiry is preferred.

How late can I cancel a booking without it being recorded as a non-conformance?

- No later than 48 hours ahead of the delivery slot based on a Monday to Friday business week (i.e. emailing on Saturday to say you want to cancel a Monday delivery is too late).

How late can I amend a booking without it being recorded as a non-conformance?

- No later than 48 hours ahead of the delivery based on a Monday to Friday business week. Amendments to bookings are not straight forward. The amendment function should not be abused and should only be by exception. Any suppliers, who show a trend of making a booking ahead of time just so they have the slot and then make repeated amendments to that slot, will have the entire booking cancelled and re-booked.

For any queries regarding deliveries to Currys sites that are not answered above, please contact the Bookings Escalation Team who will advise. (CentralBookingsEscalation@Currys.co.uk)

Section 8 - Glossary of Terms.

- DCP (Delivery Conformance Program) – Program to ensure SUPPLIER PARTNERS meet delivery specifications as communicated in the latest version of the Supplier Delivery Manual.
- RDC (Branch Fulfilment Centre) – Distribution Centre used for Branch Deliveries
- HFC (Home Fulfilment Centre) - Distribution Centre used for all Customer Home Deliveries (via network of local Customer Service Centres) LGW – London Gate way, LBA – Leeds Bradford Airport, Bristol, Bolton & Stevenage.
- GXO – Our Logistics Partner
- Booking Slot – Dedicated time for single delivery (date and time)
- EAN – Product Bar Code Specifications as identified by the European Article Number
- Clamp Truck Unload – Ability to unload using a weighted balanced clamp truck
- Site Number – Numerical Code identifying a Currys receiving site
- Rest Area – Area designated for drivers to wait prior to being called for unloading
- Trailer Seal Number – A unique number identifying a trailer's security seal.
- Delivery Note – Paperwork accompanying a delivery that authorises carriage
- 3rd Party Staff Member – Member of staff working at a Currys site but employed by a 3rd party
- Business Days – Monday to Friday
- Dock Leveller – Dock used for unloading which is level with the delivery vehicle
- Curtain Sider – Side unload delivery vehicle
- Shipping Carton– Box containing multiple units
- Multi-Part Products – Single product containing more than 1 box
- Blue Tote Boxes – Reusable plastic product containers used in some Currys sites
- Black Wrapping – Non-See-through cling film wrap
- Debit Note – Charging method used by Currys