



# **Clothing Procedures**

## **For**

### **Goods Distributed by**



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## INTRODUCTION

Dear Supplier,

Advanced operates an automated processing and distribution facility on behalf of Makro. The system is designed to improve the quality of garment presentation, lower distribution costs and shorten the time it takes to deliver goods to stores.

In order to achieve this it is important that goods delivered to Advanced for distribution to Makro stores follow all of the guidelines contained in this procedures manual.

When designing this system we have at all times tried to take into account your needs, so that you can limit any costs associated with compliance.

Suppliers not conforming to these guidelines will cause delays and additional costs to be incurred. Our policy is to work with suppliers in partnership to achieve compliance. It is not our intention to impose punitive charges for non-compliance as we believe this does not foster a spirit of partnership. However, where additional costs are incurred because of non-compliance we expect suppliers to pay for this.

We will work with you to help you conform to the requirements and this guide is the first stage of this. We would recommend that suppliers take the time to study this document and ask any questions BEFORE delivering product. If required, visits to our facility can be arranged to help you to understand the delivery requirements more thoroughly.

### **Goods should be delivered to the Advanced head office:**

Advanced  
Advance House  
Water Lane  
Halifax  
HX3 9HG

Tel: 01422 386000. Fax 01422 386001.

There is a map on our website:

[www.advancedsupplychain.com](http://www.advancedsupplychain.com)

Alternatively, type 'Advanced, Halifax' into Google Maps to get directions – the Water Lane site is currently balloon A.

## CONTRACTS AND PURCHASE ORDERS

### **Makro Contracts**

Contracts for **Range** product will indicate the total number of units required per article number for the season, and the required **Availability date** for initial orders.

Contracts for **Makro Mail** product will indicate the total number of units per article number required for a specific Makro Mail and the required **Availability date** for the contracted total.

***Please note, Contracts are not an instruction to deliver.***

### **Purchase Orders**

When a product is required in Makro stores a purchase order will be issued, usually via EDI, indicating quantities per article number to be delivered into the Clothing Processor and the due date.

***Quantities for delivery must be in the exact size ratio indicated on the contract.***

**You should contact your buyer if you do not understand any of the information above.**

## BOOKING IN FOR DELIVERY

Suppliers should email a booking in request form (see appendix 1) to

[makro.bookings@advancedsupplychain.com](mailto:makro.bookings@advancedsupplychain.com)

- The original booking in form will be emailed back quoting the booking reference number and allotted date and time. Note: we may not be able to accommodate your requested date and time and therefore the date and time given may differ from your request. If the booking form does not contain sufficient information for a booking to be given, then your booking request will be rejected and the reason given. It is your responsibility to obtain the missing information before attempting to make another booking.
- Please allow a minimum of 48 hours to obtain your required booking time.
- Suppliers may cancel their booking – provided that a minimum of 24 hours notice is received.
- Purchase Orders must be delivered in total. In the unlikely event that insufficient stock is available to complete the order, and only part is delivered, all balances will be automatically cancelled. The relevant merchandiser at Makro will raise a new order for the balance if required.

### Makro Mail Product

- Product that requires processing (goods arriving in boxes) must be received at Advanced Processing between 13 and 17 working days before the commencement of the mail.
- Hanging product must be received at Advanced between 8 and 13 working days before the commencement of the mail.

***Do not leave your booking to the last date*** as a booking may not be given if the goods-inwards capacity is already full

## DELIVERY OF GOODS

### BOXED PRODUCT

- All cartons must be labelled to show the Makro purchase order number, article number, size assortment and quantity (See example label - appendix 2).
- Boxed product requiring **unpack and hang processing** should be packed solid colour/size and bulk bagged. Product should not be individually bagged.
- Boxed product for **boxed delivery** to stores should be packed in contracted ratio packs.
- Pre price ticketed product should be delivered in Makro contracted size ratio packs.
- Palletised deliveries must not exceed 180cm in height.

### HANGING PRODUCT

- All hanging product should be received overbagged in contracted packs, labelled with the Makro purchase order number, article number, size assortment and quantity (See example label - appendix 2)
- Bags should either be heat sealed **or tied at the bottom – do not tie knots at the top.**

Hanger hooks should be “unitabbed” available from:

Sarvic Ltd  
22 Kenton Park Avenue  
Harrow  
Middlesex  
HA3 8DT  
Tel - 07739415029  
Email - [sarvikltd@aol.com](mailto:sarvikltd@aol.com)  
Contact - Mr Shar

- Garments must not be individually bagged.
- Sets must not exceed 12 inches (30 cms) at the widest point. If your requested ratio is larger than this then split the ratio pack up into multiple part sets. Label the smaller part sets “a”, “b”, “c” etc. All “a” packs must contain the same size ratio as all other “a” packs, all “b” packs must contain the same size ratio as all other “b” packs etc. Sets should be loaded so that a full ratio assortment is together on a vehicle

- A detailed packing list showing total number of cartons and units per purchase order number per article number must accompany all deliveries. You are recommended to use a copy of the accepted booking request form as your packing list.

Please see the example photographs overleaf.

**Correct - unitab and label**



**Correct "a", "b", bagging**



**Correct bag tying at bottom**



**Incorrect bag tying at top**





- Non standard ratio packs are not accepted
- Advanced Processing Ltd is ***not authorised to receive more stock than ordered on the Purchase Order***. Any goods delivered over, against the purchase order will be segregated, subjected to a 75p per unit charge and will attract storage charges at 10p/unit per week. You will be advised by email of any goods delivered over. It is your responsibility to collect these goods. A booking must be obtained for collection.
- Any product not received as above may be subject to additional charges.

## **PRODUCT RECEIPT NOTIFICATION**

- Carton / pack shortages on receipt will be advised on your delivery note, this is the only Proof of Delivery that will be accepted.
- All products will be piece counted during processing and any differences advised to Suppliers within 7 working days of the delivery date by email. Makro will pay only for goods counted after processing.

## **ADDITIONAL WORK**

Goods received, which do not conform to this document and/or that cause extra costs to be incurred, will be subject to additional charges.

If you have any queries about what you are expected to do please contact the Advanced Makro team.

General enquiries can be emailed to [makro.bookings@advancedsupplychain.com](mailto:makro.bookings@advancedsupplychain.com) or alternatively contact the team on 01422 386009 to discover who you need to speak to.

## APPENDIX 1 – BOOKING REQUEST FORM

### Booking Request - Makro Stores/Advanced Processing.

Version 29-07-08

#### YOU MUST FILL IN THE YELLOW SECTIONS

This booking request should be emailed to:-

[makro.bookings@advancedsupplychain.com](mailto:makro.bookings@advancedsupplychain.com)

Supplier Name

Purchase Order Number

Supplier Contact Name

Makro Mail Number
-

Supplier Contact Number

Requested Date
-

Supplier Contact Email Address

**APL Use Only**

Confirmed Time and Date	

Name of Carrier (APL if collection required)

Palletised Y/N	No. of Pallets

Receipt condition (indicate with and x)		
In Boxes	Hanging	Goods on hangers in cartons

Process required (indicate with an x)	
Price Ticketing	Sort to contracted ratio

How is product to be delivered to store?		
Boxed	Boxed (on hangers)	Hanging

#### Details of stock required to be booked in

Article Number	Colour	Description e.g. Jackets, T-Shirt etc.	Total Cartons/ Hanging packs	Total Units



## APPENDIX 2 – EXAMPLE PACK LABELS

**Example of a completed pack label**

P.O. Number	<b>753403</b>																											
Art Number	<b>199467</b>																											
<b>Size Assortment (Ratio)</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 30%;">Size</td><td style="width: 30%; text-align: center;">12</td><td style="width: 40%; text-align: center;">1</td></tr> <tr><td>Size</td><td style="text-align: center;">14</td><td style="text-align: center;">2</td></tr> <tr><td>Size</td><td style="text-align: center;">16</td><td style="text-align: center;">2</td></tr> <tr><td>Size</td><td style="text-align: center;">18</td><td style="text-align: center;">3</td></tr> <tr><td>Size</td><td style="text-align: center;">20</td><td style="text-align: center;">2</td></tr> <tr><td>Size</td><td style="text-align: center;">22</td><td style="text-align: center;">1</td></tr> <tr><td>Size</td><td style="text-align: center;">24</td><td style="text-align: center;">1</td></tr> <tr><td>Size</td><td></td><td></td></tr> <tr><td>Size</td><td></td><td></td></tr> </table>	Size	12	1	Size	14	2	Size	16	2	Size	18	3	Size	20	2	Size	22	1	Size	24	1	Size			Size		
Size	12	1																										
Size	14	2																										
Size	16	2																										
Size	18	3																										
Size	20	2																										
Size	22	1																										
Size	24	1																										
Size																												
Size																												
Quantity in package	<b>12</b>																											

**Example of a blank pack label**

P.O. Number																															
Art Number																															
<b>Size Assortment (Ratio)</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 30%;">Size</td><td style="width: 30%;"></td><td style="width: 40%;"></td></tr> <tr><td>Size</td><td></td><td></td></tr> <tr><td>Size</td><td></td><td></td></tr> <tr><td>Size</td><td></td><td></td></tr> <tr><td>Size</td><td></td><td></td></tr> <tr><td>Size</td><td></td><td></td></tr> <tr><td>Size</td><td></td><td></td></tr> <tr><td>Size</td><td></td><td></td></tr> <tr><td>Size</td><td></td><td></td></tr> <tr><td>Size</td><td></td><td></td></tr> </table>	Size			Size			Size			Size			Size			Size			Size			Size			Size			Size		
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Quantity in package	<b>0</b>																														