

3663 WHOLESALE SUPPLY CHAIN GUIDE

Introduction

The Supply Chain Guide gives current and prospective suppliers to 3663 an overview of [3663's Supply Chain](#), a summary of [ordering processes](#), [delivery requirements](#) and [delivery performance measures](#). It should be read in conjunction with the [Commercial](#) and [QA Guides](#).

Note that the Guide is a summary only. Specific details and requirements will be discussed and agreed with your 3663 Supply Chain contacts.

Supply Chain Key Contacts

Ambient: *Adam Lockwood, National Supply Chain Manager, 01494 555 900*

Non Food: *Neelam Ali, National Supply Chain Coordinator, 01494 555 900*

Frozen: *Mark Taylor, National Supply Chain Manager, 01494 555 900*

Chilled: *Simon Grayling, National Supply Chain Manager, 0370 3663 421*

Overview of 3663's Supply Chain

3663 provides its customers with a high frequency delivery service across its total product range. To achieve this high level of service requires a flexible and responsive approach, where suppliers should operate to high service level standards and provide on time, in full deliveries.

3663 operates a number of routes to market for product. Which route to market is used depends largely on the type of product, delivery lead times, minimum order quantity and the expected volume of sales.

There are three main routes to market: consolidation through a National Distribution Centre (NDC); Regional Distribution Centres (RDC), or direct to individual 3663 depots. For all new products supplied to 3663 Wholesale, where customer demand is uncertain, the preferred route to market is via consolidation.

For ambient and non foods products, the NDC is in 3663 Reading. For frozen products, the NDC is in ACS&T Wolverhampton, who operate a full Vendor Managed Inventory system, where the supplier retains title until stock is ordered into a 3663 depot. The Chilled NDC is in 3663 Swithenbank Bradford where risk remains with the supplier and the supplier decides how much stock to 'push' in.

A full list of 3663 depots can be viewed [here](#)

The decision on the most cost effective route to market is taken by Central Supply Chain, based in High Wycombe, in consultation with the buying team.

There are charging mechanisms for suppliers using consolidation centres and possibly for the RDC's, which should be considered by suppliers prior to finalising the commercial deal with the Buying Department.

All customer nominated products (non core range) must have their stock holding underwritten by the supplier before listing. [Top of Document](#)

Ordering Processes

3663 operates decentralised stock management processes. Each 3663 depot is responsible for its own ordering and stockholding; except Bradford chilled consolidation and ACS&T frozen consolidation which are supplier managed stockholding. Orders are placed by fax, or via EDI using the itradenetwork portal by way of a benefit share agreement with Central Supply Chain. Unless otherwise agreed with Central Supply Chain, suppliers are required to be able to deliver to any depot with no minimum drop requirement, with orders placed on Day 1 for delivery on Day 3. [Top of Document](#)

Product Delivery

All deliveries must be booked in prior to delivery, giving at least 48 hours notice, quoting the 3663 Purchase Order number. Normal hours for receipt of deliveries are 06:00 to 13:00 Monday to Friday; however each depot is responsible for its own goods in hours and days.

Deliveries must be made on pallets conforming to BS ISO 6780 i.e. 1000 x 1200mm 4-way entry UK pallets. We work with CHEP, LPR and IPP Logipal, although use of their equipment is not mandatory. White Pallets are not returnable and become the property of 3663. Europallets are not acceptable in any circumstances. Pallets will only be accepted with a maximum height 1.68m and weight of 1250kg including the pallet. Pallets of mixed products are only accepted by prior agreement with Central Supply Chain, otherwise products must be separated by a slave pallet.

All pallets must be labelled with supplier name, depot name, delivery date, pallet count (x of y) and a 'said to contain' product list.

Where the delivery of mixed best before end dates / batches is unavoidable, each BBE date / Batch must be separated by a slave pallet and clearly labelled. If a delivery of stock is made with a BBE date less than the previous delivery, this will be rejected.

All Products delivered into 3663 and ACS&T depots for all categories should be labelled in accordance with the British Frozen Food Federation 'Into the Light' specification http://www.bfff.co.uk/sites/default/files/Into_the_Light.pdf. Substitute products are never accepted.

Goods must be delivered to 3663 with a remaining shelf life above the minimum which for frozen and ambient is 80% of manufactured shelf life and chilled is product specific by agreement. This must be carefully considered when using the ACS&T frozen and Bradford chilled consolidation services who deliver to 3663 on your behalf. All deliveries must be accompanied by a delivery note, duplicate printed in English. Any challenges to POD must be made within 72 hours of the delivery being made. Transit style vans and courier deliveries are only accepted for emergency deliveries and by agreement.

Product should be delivered in the correct temperature range: for Frozen, minimum of -18° C, and for chilled, from +1 to +5° C.

Rejections must be taken away at point of delivery, temperature rejected products must never be redelivered to any 3663 depot. Rejection is not limited by sub sale. Any costs caused by rejection will be recharged to the supplier [Top of Document](#)

Delivery Performance to 3663 Wholesale

To ensure that we maintain our high standards of delivery to our customers, 3663 measures supplier delivery performance levels. The basic measure is a delivery service level of 98.5% cases ordered vs. cases received on the correct day. Failure to achieve this level may result in a loss of profit claim.

Failure to advise a depot of arrival on correct day may result in a £100 fine per instance. Persistent offenders may be further fined.

Failure to deliver at the pre-booked appointment may result in a refusal of the delivery, and a requirement for re-delivery at your own cost. You must contact the 3663 depot if you are going to be more than 30 minutes late.

If you have any queries about 3663 Supply Chain, or require further information prior to meeting with your Buying team contact, you should contact Central Supply Chain on 01494 555900. [Top of Document](#)

Product Quarantine / Recall Procedures

Full instructions are provided within the Full Supply Chain Manual which you must appraise yourself with before commencing supply. All quarantines must be communicated through the 3663 QA Department and NEVER direct to depots. Suppliers are also liable for all 3663 costs when requesting quarantine / recall, which are a minimum of £750 per instance.

Note:

This Supply Chain Guide is provided for guidance only, and is a summary of requirements for 3663 suppliers. Detailed requirements are accessed from the password protected section of the website by logging on using the password allocated to you.

