



# **Supplier Manual**

**Play Limited  
&  
Play Direct Limited**

**Effective 1<sup>st</sup> October 2011**

**Version 1.2**

## Contents

<b>1. About us.....</b>	<b>1</b>
<b>2. Purpose of Manual .....</b>	<b>2</b>
<b>3. Glossary .....</b>	<b>3</b>
<b>4. 10 Reasons why stock receipting and payments are delayed.....</b>	<b>4</b>
<b>5. EDI .....</b>	<b>5</b>
5.1 Requirements for trading via EDI.....	5
<b>6. PO Management .....</b>	<b>7</b>
6.1 Orders placed.....	7
6.2 Cancellation & Amendments .....	7
6.3 Fill or Kill orders .....	7
6.4 Pricing.....	7
<b>7. Delivery requirements .....</b>	<b>8</b>
7.1 Booking in Slots.....	8
7.2 Booking in Slot Request form.....	8
Booking with Magna Park, Unipart .....	9
Booking with Ferryspeed for St John .....	10
Booking with Condor for Oxford Road.....	11
7.3 Dispatching of Goods .....	11
<b>8. Inbound Delivery Requirements.....</b>	<b>12</b>
8.1 Pallet requirements .....	12
8.2 Master Carton Requirements .....	13
8.3 Pack Requirements .....	15
8.4 Individual Product Packaging Requirements .....	16
8.5 Delivery note.....	18
8.6 Packaging, Labelling and Dispatch checklist .....	19
<b>9. Receipting .....</b>	<b>20</b>
9.1 Shortages .....	20
9.2 Unexpected product .....	20
<b>10. Accounts Payable Requirements .....</b>	<b>21</b>
10.1 Bank Details.....	21
10.2 Statements.....	21
10.3 Invoices .....	21

<b>11. Returns .....</b>	<b>22</b>
11.1 Delivery discrepancies .....	22
11.2 Recall of Faulty Goods.....	22
11.3 Privilege Return and Sale or Return.....	22
<b>12. Environment .....</b>	<b>23</b>
<b>13. Disposal of Unwanted Goods .....</b>	<b>23</b>
<b>14. Contact Details .....</b>	<b>24</b>
<b>APPENDIX 1 Booking in Slot Request Form Unipart Magna .....</b>	<b>25</b>
<b>APPENDIX 2 Booking in Slot Request Form Ferryspeed .....</b>	<b>26</b>

**VERSION CONTROL**

1.1	01.10.2011	
1.2	14.10.2011	Ferryspeed contact; Privilege Returns

## 1. About us

Established in 1998 in Jersey, Play.com is an award-winning online retailer and iconic brand. We have seen massive growth over the last 13 years and offer customers a choice of over 20 million products, selling everything from DVDs and Video Games to T-shirts and sports equipment, with plans to expand our categories even further.

Entertainment and fun is at the heart of our business and you will find this ethos runs right through the culture at Play.com. In the last decade, we have grown to become one of the largest online retailers in the UK and have exciting plans underway to continued expansion over the coming years.

Here are just a few of the awards we have won over the years:

- MCV: Best Online Retailer
- NCSI-UK: Top UK retailer for customer satisfaction
- Which? Awards: Best Online Retailer
- British Video Association: Retail Success of the Year
- Music Week: Best Online Store
- Hitwise: Best Online Performance Music, Video & Games
- Forsee: Winner Customer Satisfaction
- Pink Paper: Best Online Store
- MCV: Best Home Delivery
- Cool Brands

Everything we do is aimed at providing great value and service for our customers, with a focus on continuous improvement and growth. To get to know us better, logon and browse our website, read some customer reviews and get involved!



Rakuten, Inc. acquired Play.com on October 3<sup>rd</sup> 2011.

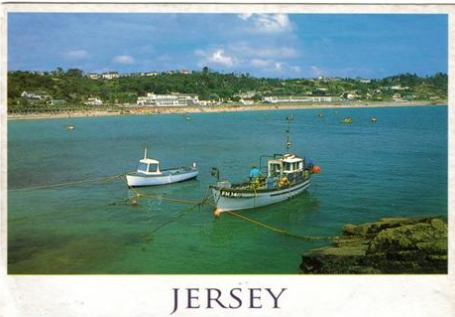
The acquisition represent a significant step in Rakuten's continued European and global expansion.

Hiroshi Mikitani, Chairman and CEO of Rakuten, commented on the acquisition:

***"The UK market is one of Europe's largest and most mature e-commerce markets. Play.com is not only a pioneer in the market, but also one of the UK's most successful e-commerce businesses. We aim to leverage our e-commerce strengths and experience to further expand and develop Play.com business model and channel its loyal user base, merchants, and deep product offerings into Rakuten's global e-commerce network"***



## Play Direct Limited and Play Limited, what is the difference?

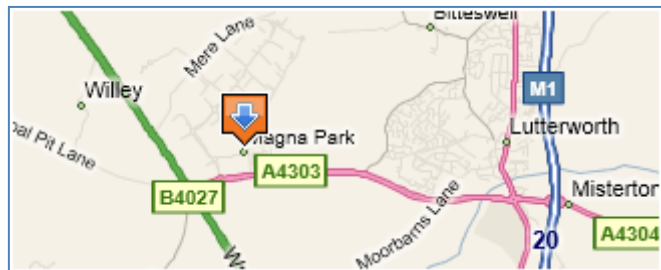


**Play Limited** is the trading entity for product received into our two Jersey warehouses, St John and Oxford Road, St Helier.

**VAT** is not chargeable on deliveries to Jersey as Jersey is outside the European Union Value Added Tax Area as defined in HRMC Notice 703 VAT: Export of goods from the United Kingdom.

**Play Direct Limited** is the trading entity for product received into our warehouse in the UK. **VAT** is chargeable on the purchases at the appropriate rate.

A separate statement is to be issued for Play Direct Limited.



## 2. Purpose of Manual

This Supplier Manual has been compiled by Play.com to ensure that our operating policies and requirements are clearly communicated, understood and complied with to ensure timely and accurate processing of goods received from our Suppliers.

Compliance with these requirements is essential for Play.com to maintain its high standards of customer service. All Suppliers should familiarise themselves with the whole document before dispatching deliveries and review updated versions as and when communicated by Play.

### Observance of Applicable Law

Play Direct Limited and Play Limited companies are Jersey registered companies and as such trade from the Channel Islands. As such, our Terms and Conditions are governed by the laws of Jersey.

### 3. Glossary

<b>Electronic Data Interchange (EDI)</b>	A mandatory requirement to trade with Play.com using an integrated solution or the web based portal.
<b>SKU</b>	Stock Keeping Unit. Individual Child Products held with a Play ID.
<b>Play Product ID</b>	The product number assigned by Play to each product ranged on our catalogue.
<b>Catalogue number</b>	The supplier's product number or SKU number.
<b>Priority Stock</b>	Stock that is time sensitive to release dates or promotional activity on the Play website. Products are generally categorised as New Release, Exclusive to Play or promotional stock.
<b>Packs/ inner cartons</b>	A carton containing multiple units of a specific item, contained inside a master carton. An inner carton should contain only a single SKU.
<b>Booking in reference number</b>	A number assigned to your booking in slot, required when delivering stock to the relevant location
<b>Play returns reference number</b>	Issued by Play on notification of stock sent in error. This reference is quoted on the RA and must be quoted on collection of stock.
<b>Mail order ready</b>	Individual sold products packaged and labelled as close to postal mailing requirements.
<b>Delivery note</b>	A 'pack list' with the delivery note number (also captured on the invoice) and purchase order number(s), for the items within the relevant master carton or pallet, which exactly mirrors the ASN transmitted.
<b>Play returns reference number</b>	A number assigned to each notification for goods identified as unexpected. This number must be quoted by the driver collecting the goods.
<b>Sent in Error (SIE)</b>	Orders cancelled prior to dispatch
<b>Over delivered (OVD)</b>	Items not expected against the purchase order number provided or unit quantity that exceeds the expected quantity on the order number provided
<b>Not on system (NOS)</b>	Not stocked by Play
<b>Damaged in Transit (DIT)</b>	Items damaged prior to delivering into the warehouse, not fit for sale

## 4. 10 Reasons why stock receipting and payments are delayed



1. **Not transmitting data via EDI.**
2. **Contact details** for relevant persons not updated for notifications for new orders, failures of EDI messages and any other issues.
3. Product data on orders is **incorrect; barcodes, quantities and prices.**
4. **Booking slots not secured** prior to delivery, no show or late delivery.
5. **Incomplete pre-advice** of stock to be delivered and **ASNs not transmitted** for use in receipting stock.
6. **Pallet not labelled or labelled incorrectly**, overhanging and over packed.
7. **Delivery note** missing, incomplete or inconsistent with ASN.
8. **Master carton not labelled** or exceeds **mixed SKU** allowance.
9. **Products not individually barcoded or packaged.**
10. **Invoices not transmitted**, statement not received within the first 5 working days of the month and a **statement** that do not reflect the invoice data sent via EDI.

## 5. EDI



All Play Suppliers are required to trade with Play via EDI. Play has partnered with Transalis, our EDI Service Provider ([www.transalis.com](http://www.transalis.com)).



Two solutions are available to our suppliers:

**Integrated EDI solution** requires additional connectivity and message testing of all message types between Transalis and the Supplier. The specifications for using EDI are laid out in the Play.com EDI Message Implementation Guide (MIG).

**EDI Web portal**, is offered free of charge and access via the internet. The specifications will be communicated during the training session. Transalis will email the Supplier a Welcome Letter containing login details, instructions for setting up an account and the OpenEDI Web Portal User Guide. Please ensure you familiarise yourself with the guide before creating messages.

### 5.1 Requirements for trading via EDI

#### i) Barcode



A 13 digit EAN Barcode (GS1 compliant) **must** be provided for all products. Play.com is unable to place a Purchase Order unless barcodes have been provided.

For more information on how to apply for barcodes please visit [www.gs1uk.org](http://www.gs1uk.org)

#### ii) Purchase order sent by Play

Play.com will place a Purchase Order (PO) for all products via EDI. Each PO will contain the following information:

- PO number
- Play company
- Delivery address
- Required Delivery date
- Cost price
- Quantity of units
- Barcodes
- Play SKU
- Suppliers catalogue number where provided by Supplier

### iii) Purchase order received by Supplier

- *Purchase orders* must be checked for product data accuracy which includes barcodes, quantities and prices.
- *Order Acknowledgements* must be transmitted by the Supplier within 24 hours of receiving an electronic purchase order (excluding weekends & public holidays).
- *Order Response* must be transmitted by the Supplier within 48 hours of receiving an electronic purchase order (excluding weekends & public holidays).

### iv) Advanced shipping note (ASN)

- An ASN must be transmitted prior to dispatching stock.
- Any goods delivered to Play.com warehouses without an ASN will be treated as unexpected and refused by the warehouse on delivery.
- ASNs must exactly match the data on the paperwork provided for every shipment.
- Note: A booking in slot must be secured with the relevant location (specified on the PO) ensuring a copy of electronic ASN is attached to the Booking in Slot Form. If it is not possible to raise the ASN at the point of securing a booking in slot, then the ASN must be transmitted on dispatch at the latest.



**Deliveries against successful ASNs are prioritised.**

### v) Invoices

Invoices must be transmitted via EDI. Manual invoices will not be processed.

## 6. PO Management



### 6.1 Orders placed

All POs will have lead times and expected delivery date agreed with the relevant merchandisers. All Suppliers are required to inform Play of incorrect delivery date, purchase price and product data.

### 6.2 Cancellation & Amendments

All cancellations and amendments of POs must be agreed and communicated verbally and in writing (via email) to the relevant Merchandiser. All cancellations will be agreed with suppliers prior to dispatch. Play will provide at least 24 hrs notice of orders to be cancelled.

### 6.3 Fill or Kill orders

Play works on a fill or kill fulfilment process. A fill or kill order is an instruction to our suppliers to deliver (fill) an order in its entirety or cancel (kill) the remaining line(s) that were not filled. Individual lines will only be cancelled (killed), by Play, where 90% of the line has been delivered. Exclusions may apply and your merchandiser will provide you with further details.

### 6.4 Pricing

At Play.com, we strive to ensure the prices on our system are correct. The benefits of receiving regular price files are:

- Accurate cost prices on purchase orders
- Improved auto match and clear rates of invoices for timely, accurate payment

#### Pricing files

An active price file must be provided with data at SKU level on a weekly basis to [pricing@Play.com](mailto:pricing@Play.com) and must include the following data:

- 13 digit EAN Barcode (GS1 compliant)
- Nett Price / effective price / cost price
- Dealer Price or RRP Price (where applicable)
- Discount %
- Start Date
- End Date
- Catalogue Number (supplier reference)
- Item Description
- Play ID (a unique number given by Play to all SKUs, we are able to supply this data to you)
- Range Indicator (to identify which SKUs are in your current range)

Price files must be sent in excel or CSV format.



**Price files must include all pricing including any Campaign or Sale prices.**

On receiving the price file we will compare the pricing on our systems. Any price increases will be forwarded on to our commercial teams. Only once these have been approved will they be entered onto our systems, available for placing orders.

## 7. Delivery requirements



### 7.1 Booking in Slots

All bookings are made subject to availability and must be made at least 48 hours prior to delivery to Unipart Magna Park, Ferryspeed and Condor. Ferryspeed and Condor are specified as care of (c/o) on the delivery address on the purchase order and therefore not the final destination. Stock will be forwarded on to our warehouse in Jersey using their services.



[Play Direct Limited](#)



[Play Limited, St John](#)

[Play Limited, Oxford Road](#)

For deliveries to Jersey, suppliers are able to use their own carriers to ship their product to Portsmouth. Play.com' preferred freight forwarders from Portsmouth to the Channel Island are Ferryspeed (St John bound delivery) and Condor Logistics (Oxford Road bound deliveries).



**When using our preferred freight forwarders, Suppliers are still liable for the full delivery costs from Portsmouth to our Jersey warehouse.**

The Supplier must complete a Booking in Slot Request Form. All sections on the booking in slot form must be completed, and a copy emailed to:

- Delivery to Play Direct Limited: [Play\\_Inbound@unipart.co.uk](mailto:Play_Inbound@unipart.co.uk)
- Delivery to Play Limited, St John: [play@ferryspeed.com](mailto:play@ferryspeed.com)
- Delivery to Play Limited, Oxford Road: [customer.services@condorlogistics.co.uk](mailto:customer.services@condorlogistics.co.uk)



**Goods not booked in with Ferryspeed, Condor or Unipart Logistics, will be treated as unexpected and refused.**

### 7.2 Booking in Slot Request form

A form for Unipart and Ferryspeed is available as an attachment. Please submit this form and provide the following information for the consignment:

- All purchase order numbers
- Delivery note numbers
- Product ID/ Barcodes and unit quantity for each item
- Total shipment quantity
- Total pallets
- Total cartons
- Courier name

## Booking with Magna Park, Unipart



Vulcan Point , Vulcan Way  
Magna Park, Lutterworth , LE17 4XR

01455 204 133

play\_inbound@unipart.co.uk



UNIPART LOGISTICS • UNIPART LOGISTICS • UNIPART LOGISTICS • UNIPART LOGISTICS • UNIPART LOGISTICS

### Booking



All booking requests must be sent at least 3 working days in advance, using a **Booking In Slot Form** (see Appendix 1) to [play\\_inbound@unipart.co.uk](mailto:play_inbound@unipart.co.uk). Bookings for same day deliveries will not be accepted.

The **booking in request will be confirmed via email** with the agreed date, time and reference number. Booking requests will be confirmed within 4 hours of receipt. All bookings are subject to availability.

If you use the services of a **Courier**, then a **generic “AM slot” or “PM slot”** can be requested otherwise a preferred booking slot time can be agreed. **Block slot bookings** should be requested via email 72 hrs in advance of the required date and time.

Unipart have a **strict delivery schedule**. Should the delivery be delayed, early notification must be emailed to [play\\_inbound@unipart.co.uk](mailto:play_inbound@unipart.co.uk) with a revised ETA. Unipart may not be able to accept the delivery or it may be delayed.

**Deliveries arriving without pre-notification or late by more than 15 minutes will be rejected and subject to re-booking.**  
**Deliveries will not be accepted without a booking reference number.**

**Cancelled deliveries** must be communicated at the earliest time possible; we require at least 24 hours notification.

If you are **amending your booking** please do so within 48 hours of your booking in slot window. If you are adding orders or items you may need to amend your booking.

**Open times** Monday - Friday, 08:00 – 16:00 hrs.

**VAT** All products delivered and sold out of Unipart are subject to VAT and must be charged on invoices raised for Play Direct Limited. Please note all goods will be **signed for as unchecked** when delivered into Unipart at Magna Park.

## Booking with Ferryspeed for St John

  
**FERRYSPEED**  
Venture Park, Ackworth Road  
Portsmouth, PO3 5JT  
02392 627045  
[play@ferryspeed.com](mailto:play@ferryspeed.com)



FERRYSPEED • FERRYSPEED • FERRYSPEED • FERRYSPEED • FERRYSPEED • FERRYSPEED • FERRYSPEED • FERRYSPEED

### Booking



All booking requests **must** be sent at least 3 working days in advance **by 16:00 hrs**, using a **Booking In Slot Form** (see Appendix 2) to [play@ferryspeed.com](mailto:play@ferryspeed.com). Bookings for same day deliveries will not be accepted.

The **booking in request will be confirmed via email** with the agreed date, time and reference number. Booking requests will be confirmed within 4 hours of receipt. All bookings are subject to availability.

Should the delivery be **delayed**, early notification **must** be emailed to [play@ferryspeed.com](mailto:play@ferryspeed.com) with a revised ETA. Ferryspeed may not be able to accept the delivery or it may be delayed.

**Deliveries arriving without pre-notification will be refused.**  
**Deliveries will not be accepted without a booking reference number.**

**Cancelled deliveries** must be communicated at the earliest time possible; we require at least 24 hours notification.

If you are **amending your booking** please do so within 2 working days of your booking in slot window. If you are adding orders or items you may need to amend your booking.

**Opening hours** Monday – Friday, 08:00 – 17:00 hrs. No deliveries will be accepted after 16:00.

**Charges** Ferryspeed in Portsmouth is our preferred freight forwarder for deliveries shipped to Jersey, St John. All **transport costs is the responsibility of the supplier** please ensure you contact Ferryspeed to request their rates.

**VAT** Please note all goods will be **signed for as unchecked** when delivered into Ferryspeed, as specified by the delivery address on our purchase orders (c/o).

**Ferryspeed will provide Certificate of Shipment** as proof, that the goods have been shipped to Jersey, for HMRC. Certificate of Shipment should state the value of goods, so please ensure Ferryspeed receive a copy of your paperwork with the value of the consignment.

## Booking with Condor for Oxford Road



Cargo Centre, Limberline Road, Hilsea  
Portsmouth, PO3 5JT

023 9265 4600

customer.services@condorlogistics.co.uk



CONDOR LOGISTICS • CONDOR LOGISTICS • CONDOR LOGISTICS • CONDOR LOGISTICS • CONDOR LOGISTICS

<b>Booking In</b>	Suppliers are required to secure a booking in slot with Condor.
<b>Opening hours</b>	Monday - Friday, 08:00 – 17:00 hrs. No deliveries will be accepted after 16:00.
<b>Charges</b>	Condor in Portsmouth is our preferred freight forwarder for deliveries shipped to Jersey, Oxford Road. All <b>transport costs is the responsibility of the supplier</b> please ensure you contact Condor to request their rates.
<b>VAT</b>	<p>Please note all goods will be <b>signed for as unchecked</b> when delivered into Condor, as specified by the delivery address on our purchase orders (c/o).</p> <p>Ferryspeed will provide <b>Certificate of Shipment</b> as proof that the goods have been shipped to Jersey, for HMRC. Certificate of Shipment should state the value of goods, so please ensure Condor receive a copy of your paperwork with the value of the consignment.</p>

### 7.3 Dispatching of Goods



**Goods delivered to any Play.com warehouse without an ASN will be treated as unexpected and refused by the warehouse on receipt.**

### Submitting ASN

An electronic advanced shipping note (**ASN**) **must be transmitted via EDI immediately upon dispatch** of the goods. The ASN will specify the delivery address, delivery note number, delivery date, purchase order number, 13 digit EAN Barcode (GS1 compliant) and exact unit quantity for each product within the consignment.

### On time delivery

A **Booking in Slot must be secured** with the relevant location prior to dispatch. All Stock delivered to any of our delivery locations will be signed for unchecked.

## 8. Inbound Delivery Requirements



### 8.1 Pallet requirements

**Pallet labels** must be properly and accurately completed and attached securely to the front of the pallet. Pallet label should be printed on standard A4 or A5 size label. Pallets with **priority stock** must be labelled with a Red sticker **PRIORITY** to assist Play in receipting the stock immediately on delivery.

**PRIORITY**



<b>Supplier:</b> <i>Supplier Name</i>	<b>Play PO Number(s):</b> <i>XXXXXX</i> <b>Booking Reference</b> <i>XXXXX</i>
<b>Delivery Note number:</b> <i>Delivery note number</i> <i>Delivery note number</i>	<b>Total Number of Master Cartons on Pallet:</b> <b>X</b>
<b>Pallet:</b> <i>X out of Y</i>	<b>Date shipped:</b> <i>day/month/year</i>

The packed pallet should be **shrink-wrapped/stretch-wrapped** (in clear or opaque plastic) to create a secure, sealed outer. The pallet must not be obstructed in anyway by the shrink wrap, cartons must not overhang the pallet and all pallets must arrive at PLAY.COM in a flawless condition.

Where a delivery **exceeds 5 Master Cartons**, the cartons must be palletised on a Standard Euro pallet (1200 x 800 mm). We do accept UK pallets.

**Maximum height of pallet is 1500mm.**

**Maximum weight:** EURO pallet to Jersey 200kg, UK pallet to Jersey 250kg  
EURO pallet to Magna 500kg, UK pallet to Magna 500kg

**Two copies of the Delivery Notes** must be available, one for Customs inspection (on an outer plastic sleeve) and the second inside the first box on the pallet clearly labelled 1 of X cartons available to the inbound team. The delivery note documents **must not be hand written or amended**.

There must be a **consistent number of cartons per layer** and per pallet.

All part **mixed cartons MUST be clearly labelled** and placed at the top of the pallet. **Double stacked pallets are not acceptable** as this has health and safety implications and may cause damage to the product. Suppliers must ensure pallets are safe and suitable for transportation.



**Failure to comply with the above requirement will result in the shipment being rejected.**

## 8.2 Master Carton Requirements

Master Cartons must be packed with a **single SKU** and the contents **must accurately match the carton labelling**. The number of units or packs inside the master carton must be uniform across all cartons for the same SKU.

### 8.2.1 Size & Weight



**Standard weight:** 1-14 kg (30.86 lbs)

**Maximum weight:** 23 kg. If weight 15-23 kg, box must be labelled as 'HEAVY'

**Labelling:** Master Carton Label must be attached to the front of each master carton (on its width).

**Type of boxes:** The packaging must be sufficiently durable for the distance and duration of the entire transportation; we therefore strongly recommend plain BDCM boxes; sealed and without any advertising.

### 8.2.2 Type

**BDCM** boxes are mandatory for all Suppliers except for **Books were plastic Totes are preferred**. However, we recommend that all Suppliers use BDCM boxes. Double wall corrugated board (approx 7 mm thick) should be used for larger and heavier items. For smaller light weight products single wall corrugated board (approx 3 mm) will be sufficient.

BDCM1  
594mm x 294mm x 392mm



BDCM2  
400mm x 300mm x 400mm



BDCM3  
595mm x 295mm x 188mm



BDCM4  
394mm x 293mm x 190mm



### 8.2.3 Master Carton Label



Master Carton containing **New Release** products will be labelled using a sticker with the words **NEW RELEASE** both the pallet and the relevant cartons.

All **urgent promotional stock** including exclusive to Play must be labelled as **PRIORITY** stock on both the pallet and the relevant cartons.

The SKUs are required for immediate fulfilment of customer orders and will be prioritised for receipting on delivery. All new release and promotional stock must be packed separately where possible.

### SINGLE SKU

The Master Carton label must be accurately completed and attached to the front of each Master Carton. It is imperative that this information is correct and master cartons have no mixed SKUs (styles) to ensure smooth, quick and efficient processing of the goods through the warehouse and to our customer. **Packing lists** (with the PO number, delivery note number and barcode) must be placed in each carton listing the contents within the carton.

<b>Supplier:</b> <i>Supplier Name</i>		<b>Play PO Number:</b> <i>XXXXXX</i>	
<b>Booking Reference</b>			
<b>Delivery No:</b> <i>Supplier Delivery Note number</i>			
<b>Play Product ID</b>	<b>DESCRIPTION</b>	<b>Quantity</b>	
<i>Play SKU ID</i>	<i>Product description</i>	<i>Number of units</i>	
<b>Carton:</b> <i>X out of Y</i>		<b>Date shipped:</b> <i>day/month/year</i>	

### MIXED SKU

All **same SKUs must be packaged together where possible**. Mixed Master Cartons will be accepted only where the SKUs are less than a full carton. If a SKU appears in mixed carton, it must **not be present in any other Mixed Carton**. SKUs should be divided by a cardboard divider or bagged together inside the mixed carton and must be clearly labelled as shown below. This label should be brightly coloured and clearly visible; it should be placed in a uniform position across all mixed cartons. Packing lists (with the PO number, delivery note number and barcode) must be placed in each carton listing the contents within the carton.

<b>Supplier:</b> <i>Supplier Name</i>		<b>Play PO Number:</b> <i>XXXXXX</i>	
<b>Booking Reference</b>			
<b>Delivery No:</b> <i>Supplier Delivery Note number</i>			
<b>THIS MASTER CARTON CONTAINS MIXED SKUs</b>			
<b>Play Product ID</b>	<b>DESCRIPTION</b>	<b>Size</b>	<b>Quantity</b>
<i>SKU ID</i>	<i>Product description</i>	<i>Size</i>	<i>Number of units</i>
<i>SKU ID</i>	<i>Product description</i>	<i>Size</i>	<i>Number of units</i>
<i>SKU ID</i>	<i>Product description</i>	<i>Size</i>	<i>Number of units</i>
<b>Carton:</b> <i>X out of Y</i>		<b>Date shipped:</b> <i>day/month/year</i>	

### 8.3 Pack Requirements

All **SKUs packed in specific pack sizes**, must be tightly packed within an **inner carton**. Where more than 5 units of one SKU are being delivered we would expect these to be supplied in a single SKU pack. Packs must be sealed in an **inner carton of no more than 50 units**; each Pack should contain only one SKU, the exception being where less than 5 units of one SKU are ordered.



Packs (closed) within Master Carton



**CORRECT**  
*Products are tightly packed*



Packs (opened) within Master Carton



**CORRECT**  
*Single SKU pack for 6 units provided*



Marking on closed Packs within Master Carton



**CORRECT**  
*Label includes Play product ID, Product description, and Qty*



BOOKS should be supplied in packs of single SKU



**CORRECT**  
*Single SKU pack*

On each **Pack label** we require that the following be printed:

- 13 digit EAN Barcode (GS1 compliant) or correct individual Play product ID number
- Product description (including size, colour, type or style)
- Quantity of units in a pack

The label is to be placed in the bottom right-hand corner on the front on each pack. This must be positioned consistently across all Packs. This information must be **printer-generated**, not handwritten, on each Pack.



**Please note that each item within the pack must be individually labelled.**

## 8.4 Individual Product Packaging Requirements

### 8.4.1 Individual Product Packaging



All SKUs must be delivered as close to **mail order ready** as possible. Therefore all products must be individually packed in primary packaging, such as an opaque polythene bag or corrugated box. Certain bespoke items can be supplied in a sealed Jiffy Bag. Multiple items packed together will not be accepted, and the Supplier will need to separate them as follows:



**X** INCORRECT

Actual packaging state is not acceptable

The film will need to be opened

**✓** CORRECT

Each item will need to be re-packaged individually.

Each item needs an individual label



**✓** CORRECT

Cardboard box is **mail order ready** if it bears no advertising



**X** INCORRECT

advertising on the box



**✓** CORRECT

Polythene bag is **mail order ready** if opaque

## 8.4.2 Individual Product Labelling

Each individual unit must be labelled and the following printed on the label:

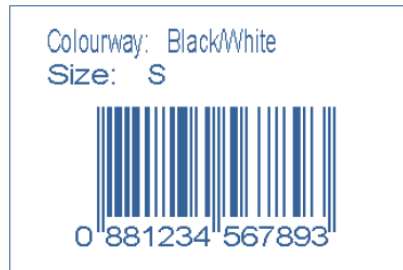
- Individual Play Product ID
- 13 digit EAN Barcode (GS1 compliant) – *must be readable by RF gun*
- Product description (including size, colour, type or style)

This information must be **printer-generated**, not handwritten, on each packaged item. Each individual SKU label is to be placed at the bottom right hand corner of the largest face of the primary packaging.

Example of SKU labels:



✓ CORRECT



✗ INCORRECT  
Play Product ID & product description missing



✓ CORRECT

SKU label is to be placed at the bottom right hand corner of the largest face of the primary packaging.



✓ CORRECT

SKU label is placed at the bottom right hand corner even though swing ticket present



✓ CORRECT

SKU label is placed at the bottom right hand corner



✗ INCORRECT

SKU label missing; only 13 digit EAN Barcode (GS1 compliant) present



✓ CORRECT

sealed with a clear polyethylene strip around the middle of the shoebox



**BOOKS, DVDs and CDs** – we do not require any labels for books.  
**FOOTWEAR** – should be delivered in mail order/ standard sealed with a clear polyethylene strip around the middle of the shoebox.

A 'two or more' piece set, sold as one PLAY.COM item (that is, with a single SKU), is considered one saleable unit.



**⚠** Front panel missing - this box MUST be over-packed to make sure it does not suffer damage in transit

Only when it is not possible – as deemed by PLAY.COM – to shrink-wrap or band together these items should they be labelled '1 of 2' next to the SKU number (e.g. 123456 SKU parts 1 of 2).

### 8.5 Delivery note

Each consignment must be accompanied by the relevant number of delivery notes. **Two copies of the Delivery Notes** must be available, one for Customs inspection (on an outer plastic sleeve) and the second inside the first box on the pallet clearly labelled 1 of X cartons available to the inbound team. The delivery note documents **must not be hand written or amended**. Where a delivery note is provided for the entire Pallet then a **packing list** must be provided within each master carton.

Eight mandatory fields are highlighted in red in the example below.

#### DELIVERY NOTE

**Supplier:** Supplier's address

Customer: Play.com

Dispatch date: 05/06/2011

**Delivery No.:** 532417

**Booking Ref. \***

Line No.	EAN No.	Catalogue No.	Play Product ID	Qty.	PO	Description	Price
1	4960999571676	Canon882	5478870	71	330824	Canon	66.59
2	5060087470108	441851	7785718	4	330824	Setanta	118.22
3	1418208881550	NIK882	5228203	12	330824	Activity Book	10.11
4	4960999571678	Mat887	5478826	11	330824	Bed	129.99
5	5060087470121	441851	7785728	40	330824	Wine	29.99
6	4118208881594	Hit882	5228201	11	330824	Hi Fi Sytem	15.13
7	3960999571676	Canon680	5478862	14	330824	Video Recorder	87.5
8	5060087470122	441859	7785712	78	330824	Football Game	28.22
9	5818208881552	MAC884	5228201	5	330824	Item of Childrens Clothing	10.24
10	4960999571672	1265428	5478871	12	330824	14" TV	126.59
11	5060087470108	441852	7785712	15	330824	Blue Ray DVD Player	164.22
12	4018208881551	Bok825	5228203	3	330824	Book	13.15
				<b>TOTAL Qty</b>			

## 8.6 Packaging, Labelling and Dispatch checklist

Before dispatching any goods please ensure:

- Booking slot secured with delivery location at least 2 days prior to dispatch
- All items meet our labelling and barcode requirements
- All items meet our individual packaging requirements (as close to mail order ready)
- All items shipped in pack sizes, inner cartons labelled and tightly packed in master carton
- All master cartons are standard BDCM with the required master carton label printed on the front, use the relevant size BDCM carton to ensure each master carton contain single SKU's
- Each master carton is packed with single SKU
- All master cartons clearly labelled with order number, delivery note number, barcode of SKU and quantity on the front
- Master cartons weight does not exceed 14 kg
- All priority stock labelled clearly on the master carton
- Pallets containing priority stock clearly labelled
- Two copies of delivery notes available, one copy available for customs inspection and a second copy within the master carton
- A packing list available within each master carton
- More than 5 master cartons palletised
- Pallets securely shrink wrapped and accurately labelled
- ASN sent prior to dispatch or at the latest on dispatch

## 9. Receipting



Goods are signed for by the warehouse as **unchecked**. Any goods delivered to any Play.com warehouse must be pre-advised by an electronic advanced shipping note (ASN). All ASNs will be **checked and validated against the purchase order number** and corresponding product data.



**Goods received without an ASN will be treated as unexpected and refused by the warehouse on receipt.**

### 9.1 Shortages

Shortages are identified using the **actual stock received** and the data transmitted on the **ASN** and not against Supplier paperwork. Supplier will be notified within 3 working days of any shortages due to **mispicks and/ or products damaged in transit (DIT)**.

### 9.2 Unexpected product

**Items not listed on the ASN** (PO number and delivery note number provided) will be treated as unexpected and over delivered (OVD). Suppliers will be notified within 2 working days of receiving the delivery and must collect the products within 10 working days or it will be disposed of.

#### 9.2.1 Over delivery or goods not stock by Play

The supplier will be notified of any units **not stocked by Play** and therefore **not on system (NOS) or exceeding the expected quantity (OVD)** on the purchase order quoted on the ASN. Suppliers will be notified within 3 working days of receiving the stock. Collection of these units must be made within 10 working days of the first notification. Any units not collected within the 10 working days will be disposed of with no liability incurred by Play.com.

Collections will not be permitted without the **Play returns reference number**.

#### 9.2.2 Damaged in transit

Supplier will be notified of any goods identified as **damaged in transit (DIT)**, within 3 working days of receiving goods.

#### 9.2.3 Cancelled orders

Cancelled orders are agreed between the supplier and our Merchandisers **prior to dispatch**. If shipped after the order has been cancelled, the goods will be treated as **unexpected and therefore sent in error (SIE)**. Supplier will be notified within 24 hours and must collect the goods within 10 working days or goods will be disposed of.

## 10. Accounts Payable Requirements



Invoices must be **transmitted** after the transmission of ASNs. The Supplier's **electronic invoice** must include; the relevant Play.com Company, invoicing address, purchase order number, 13 digit EAN Barcode (GS1 compliant), and price agreed, the delivery note number quoted on the advance shipping note and Supplier company details, VAT registration. The **quantity invoiced** shall be the **quantity specified on the ASN** and the **quantities delivered** to the delivery location on the purchase order. **All invoices must be transmitted via EDI.**

### 10.1 Bank Details

Supplier's bank account details must be provided to our Finance Department **prior to first delivery**. Any **changes** to a Supplier's bank account details must be communicated to our Finance department as soon as possible. All new and changed bank details must be sent to [accountspayable@play.com](mailto:accountspayable@play.com)

### 10.2 Statements

Supplier's statements must be submitted within the **first 5 working days** of the month to [accountspayable@play.com](mailto:accountspayable@play.com). Statements must be provided in Microsoft Excel format. **Separate statement** must be issued for each Play Company; Play Limited and Play Direct. Statements must be provided monthly where invoices are **due for payment**. Play.com reserve the right to withhold any payment where the supplier's **statement is not provided or differs** from the information transmitted via EDI.

### 10.3 Invoices

All invoices must be transmitted via EDI. Manual invoices will not be processed.

## 11. Returns

### 11.1 Delivery discrepancies

**Goods identified as unexpected** will be communicated to suppliers within 3 working days. On notification, the supplier is to provide the **Returns Authorisation (RA)** paperwork and collection date. The RA must include the notification reference number, product barcode, product description, quantity and price (for goods shipped from Jersey). Collection must be made by the supplier within 10 working days or the goods will be disposed of. The notification reference number must be quoted on collection or risk refusal to release the stock by our warehouse.

### 11.2 Recall of Faulty Goods

Goods identified by the supplier as faulty and unfit for sale must be recalled immediately. The supplier is to contact [WSDQueries@play.com](mailto:WSDQueries@play.com) and **provide an RA and credit note prior to collecting** the goods. The credit note must list the purchase orders and invoice numbers related to the product(s) being recalled, to assist in processing the deduction as accurately as possible.

### 11.3 Privilege Return and Sale or Return

**Excess stock is identified to be returned** either as a Privilege Return or Sale or Return. The return is relevant to suppliers where this specific type of return is **agreed in the terms and conditions**.

A Buyer Form spreadsheet will be raised listing all the titles identified for returning to supplier. The spreadsheet will include the following:

- Barcode
- Play product ID
- Supplier Catalogue number
- Quantity units to be returned
- Cost price on the last purchase order

The supplier must complete the supplier section of the Buyer Form confirming the authorised quantity to be returned and the cost price. If any **prices are incorrect**, these will need to be agreed and approved with our commercial team. In addition to the Buyer Form, an RA is required from the supplier with the same data requirements as listed above. The RA must be submitted on an **excel spreadsheet and any hard copies** to be **scanned and emailed** to [AccountsPrivs@play.com](mailto:AccountsPrivs@play.com). The RA must be submitted with the completed Buyer Form. Once received, these will be forwarded to our warehouse for picking and packing. The supplier must confirm an expiry date, which must start on the date the RA was submitted and remain **valid for at least 30 days**.

Once the stock is ready for dispatch, our warehouse will co-ordinate with the couriers and suppliers to return the goods to the relevant location within the time period indicated on the RA.

## 12. Environment



We are committed to reducing our impact on the environment.

We aim to **reuse and recycle** wherever possible. All our outbound cardboard packaging contains recyclate and is recyclable. All packaging brought into us is separated into cardboard, plastics etc and recycled. To avoid excess paper consumption in our offices all our printers are defaulted to print double sided. There are caddies provided in our kitchens to dispose of green/bio waste. These caddies are lined with biodegradable bags which are recycled along with any food waste.

We are a member of the Cambridge Travel to Work Partnership and encourage the use of lower CO<sub>2</sub> company cars and alternative methods of travel to work through initiatives such as an employee Cycle2Work (bike purchase) scheme.

To reduce our carbon footprint, we encourage your support in reducing our impact on the environment.

## 13. Disposal of Unwanted Goods

Unwanted stock includes:

- Over deliveries
- Incorrect deliveries
- Returns to supplier unwanted
- Damaged in transit

On the supplier's request, all unwanted stock can be forwarded on to our preferred charity 'In Kind Direct'. In Kind Direct redistributes surplus goods from manufacturers and retailers to UK charities working at home and abroad (<http://www.inkinddirect.org>).



The organisation undertakes that:

Goods we receive through In Kind Direct will be exclusively used either to meet our own operational needs or will be distributed by us free of charge solely in accordance with our organisation's charitable objectives.

Goods we receive through In Kind Direct will not be sold, bartered or traded (eg goods will not be used for fund-raising activities such as raffles, tombola's, auctions; sold in charity shops or markets; or given to staff or volunteers).

In Kind Direct will not be involved in any communication or publication about a donor company without first obtain prior written approval of the contents from the relevant company.

In Kind Direct will make available full records showing the whereabouts and use of the goods and we agree that In Kind Direct may conduct an onsite audit.

For more information visit ([www.inkinddirect.org/terms\\_and\\_conditions](http://www.inkinddirect.org/terms_and_conditions))

## 14. Contact Details

### EDI

- For **Technical** issue
- **General** queries concerning your EDI account

[play.support@transalis.com](mailto:play.support@transalis.com)  
[EDIsupport@Play.com](mailto:EDIsupport@Play.com)

### Supply Chain

For assistance with Packaging, labelling and delivery requirements, terms and conditions, supplier manual and any feedback

[Supply.Chain@Play.com](mailto:Supply.Chain@Play.com)

### Booking in Slots

- Unipart (Magna Park)
- Condor
- Ferryspeed

[play\\_inbound@unipart.co.uk](mailto:play_inbound@unipart.co.uk)  
[customer.services@condorlogistics.co.uk](mailto:customer.services@condorlogistics.co.uk)  
[play@ferryspeed.com](mailto:play@ferryspeed.com)

### Price files

Files for uploading on to our systems to raise orders

[Pricing@play.com](mailto:Pricing@play.com)

### Delivery Quantity Discrepancies

Shortages, unexpected stock and general warehouse queries

[WSDQueries@Play.com](mailto:WSDQueries@Play.com)

### Merchandisers

For assistance regarding Purchase Orders and expected delivery dates:

- Clothing
- Media (Books, CD, DVD, Games)
- Technology (Electronics, PC & Mobiles)
- Toys, Gifts and Gadgets
- Sports and Outdoor

[MerchandisingClothing@Play.com](mailto:MerchandisingClothing@Play.com)  
[MerchanisdingMedia@Play.com](mailto:MerchanisdingMedia@Play.com)  
[MerchanisidingTechnology@Play.com](mailto:MerchanisidingTechnology@Play.com)  
[MerchandisingToysGiftsandGadgets@Play.com](mailto:MerchandisingToysGiftsandGadgets@Play.com)  
[MerchandisingSportsOutdoors@Play.com](mailto:MerchandisingSportsOutdoors@Play.com)

### Expediting team

For assistance regarding updating order status and expected delivery date please contact:

[expediting@play.com](mailto:expediting@play.com)

### Accounts payable

For assistance with Accounts Payable

[accountspayable@play.com](mailto:accountspayable@play.com)

### Returns

For assistance with returns:

- Delivery discrepancies and faulty products
- Privilege returns

[WSDQueries@play.com](mailto:WSDQueries@play.com)  
[AccountsPrivs@play.com](mailto:AccountsPrivs@play.com)



BOOKING SLOT REQUEST FORM

SUPPLIERS NAME	
REQUESTED DELIVERY DATE	
REQUESTED DELIVERY TIME	
CARRIER DETAILS	
NUMBER OF PALLETS	
NUMBER OF CARTONS	

SKU Number or Barcode	Units Shipped	Delivery Note Number	PO Number

DESTINATION ADDRESS      UNIPART CONSUMER LOGISTICS  
 VULCAN WAY, HUNTER BLVD  
 MAGNA PARK, LUTTERWORTH  
 LE17 4XR

REQUEST COMPLETED BY

COMPANY

PHONE No

E-MAIL TO [Play\\_Inbound@unipart.co.uk](mailto:Play_Inbound@unipart.co.uk)

If you normally send delivery break-down details via EDI/Excel attachment with your booking in request then complete the white boxes above and attach your **xls file** with this request and send to the above e-mail address.

If however you do NOT normally send an EDI/Excel attachment detailing your delivery break down then please fill in boxes in yellow AS WELL as boxes in white and send to above e-mail address.

**Please note that one booking slot will be required for each vehicle delivering into Magna Park**

## APPENDIX 2 Booking in Slot Request Form Ferryspeed



### BOOKING SLOT REQUEST FORM

SUPPLIERS NAME	
REQUESTED DELIVERY DATE	
REQUESTED DELIVERY TIME	
CARRIER DETAILS	
NUMBER OF PALLETS	
NUMBER OF CARTONS	

SKU Number or Barcode	Units Shipped	Delivery Note Number	PO Number

DESTINATION ADDRESS

Ferryspeed Ltd  
 Venture Park, Hilsea  
 PORTSMOUTH  
 PO3 5JT

REQUEST COMPLETED BY

COMPANY

PHONE No

E-MAIL TO [play@ferryspeed.com](mailto:play@ferryspeed.com)

If you normally send delivery break-down details via EDI/Excel attachment with your booking in request then complete the white boxes above and attach your **xls file** with this request and send to the above e-mail address.

If however you do NOT normally send an EDI/Excel attachment detailing your delivery break down then please fill in boxes in yellow AS WELL as boxes in white and send to above e-mail address.

**Please note that one booking slot will be required for each vehicle delivering into Ferryspeed**