



HomeExpress
The Manchester Specialists

eCommerce

Business to Business

Supplier Information

Processes, Standards and Business Rules

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Ensure you have the latest version of the Home Express eCommerce Business to Business Supplier Information document by checking www.iptoz.com/homeexpress.

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Overview

Welcome to Business to Business eCommerce with Home Express Pty Ltd.

Home Express is constantly searching for ways to improve the efficiency of the supply chain as part of a continuous drive to improve service levels to our customers.

We are committed to the concept of electronic trading and are continuing to make significant investments to ensure that, with us, all our Suppliers are made eCommerce capable.

eCommerce Business to Business incorporates these major principles:

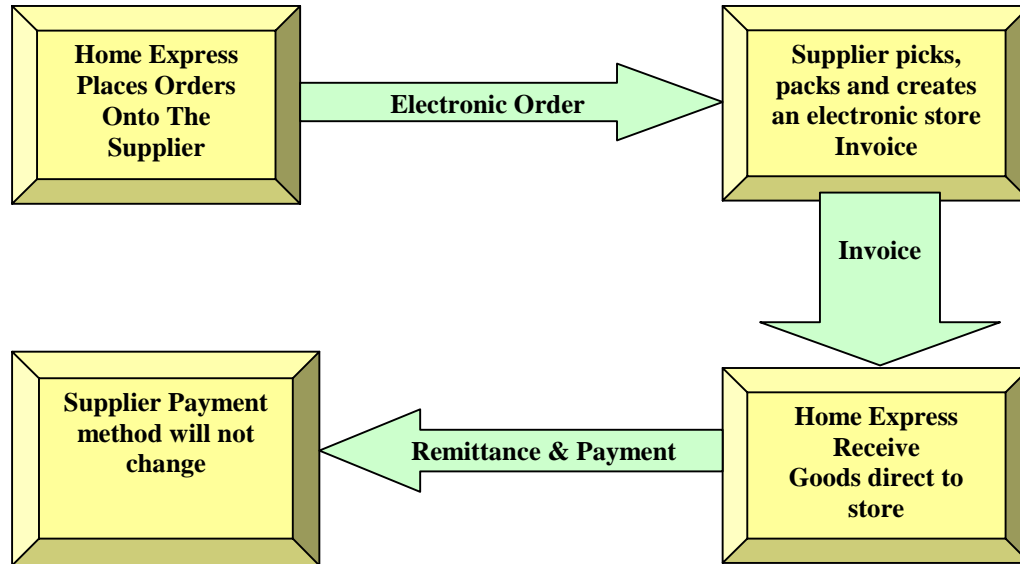
- Supplier partnership
- Integrated Paperless Ordering.
- Ordering and supply lead-time reduction.
- Integrity of ordering and supply
- A cost effective supply Line.

In today's competitive business climate this investment is viewed as absolutely critical and we believe will lead to mutual benefits as we move our business' forward.

The following pages will give you detailed information, contacts and the electronic documents we will be using to trade electronically.

The following diagram shows our eCommerce Business to Business model in simple form.

Figure 1 – Simple eCommerce Diagram



Product Identification

Product Validation

Unique product identification is fundamental to Electronic Trading. It ensures the integrity in any communication between Home Express and the supplier.

One of the initial steps taken as part of the implementation of electronic trading is to validate our product lists with each and every Supplier.

This validation will include such items as:

- EAN / UPC
- Agreed Cost Price
- Pack Sizes
- General Descriptive Details

Product labelling Requirements

There are standard product labels for some categories of product shipped to Home Express. Refer to the Home Express Buyer. Other formats and variations may be accepted but must first be approved by the Buyer.

Further information regarding EAN numbers and the generation thereof can be obtained from our Electronic Trading consultants IPT on 03 9523 8288.

Price Ticketing

- If price ticketing is required, the Buyer will specify it.
- RRP is not required on tickets.
- Where possible, price tickets are to be located on the top right hand corner of the product

Barcode policy

1. All products **must** have a barcode number
2. The only acceptable barcodes are E.A.N. 8, E.A.N. 13 and U.P.C. 12 (see examples below)
3. The barcode must be a minimum of 13mm high and 16mm wide. There must be a minimum of 3mm of white space on either side of the barcode.
4. The Barcode must be a dark colour against a light background e.g. Black barcode on a white background
5. The barcode must be positioned where it will not cover any product information and is to be applied to a flat surface to ensure it can be scanned.
6. The barcode must have crisp, clear and well-defined bars. Smudged, blurred or hazy print cannot be read. An industry standard barcode printer should be used.
7. Any exceptions to the standards outlined above need to be approved in advance by the relevant Buyer. A sample barcode is required for approval to be granted to ensure compatibility with Home Express scanning equipment.

The following page contains examples of acceptable barcodes.

Examples of acceptable barcodes

1. E.A.N. 13
Comprises of 13 digits. E.g.



2. E.A.N. 8
E.A.N. 8 are used to barcode smaller type products. Numbers, which start with 2, are used internally within companies. All other numbers are used worldwide.
E.g.



3. UPC-12
12-digit barcode originating from North America. E.g.



As part of the implementation process you may be asked to provide Home Express Buyer with a sample of your Product label for testing and approval. Those Suppliers who are already using or choose to use the approved Home Express option will not be required to undergo this testing process.

Mandatory Transactions

To successfully implement the eCommerce Business to Business partnership we have chosen to implement the following electronic documents as part of first phase of the implementation.

Other documents may be introduced as we move into phase two and beyond however the following documents are mandatory electronic transactions for initial electronic trading.

Purchase Orders (PO)

The receiving and translating of Electronic Purchase Orders will be mandatory. Your system must have the ability to receive and replace previously transmitted Orders with a 'newer' copy of the same Order in the event that it has been updated and re-transmitted.

Home Express will support the UN/EDIFACT and ANSI 850 (ANSI X.12 3020) standards however would prefer that all Suppliers adhere to the UN/EDIFACT as the preferred standard. The ANSI 850 standard has only been included to allow those Suppliers with older systems not capable of reading the UN/EDIFACT standard time to upgrade their systems.

Electronic Orders are created and sent to Suppliers based on One Order per Multiple Delivery locations.

In all of cases these orders will be delivered directly to store however allowance must be made to read the 'Ship To' information in the purchase order in the event that goods need to be delivered off site.

The standard Purchase Order will contain the following information:

- Purchase Order Number
- Date
- Delivery Window
- EAN's (Products)
- Product Quantities
- Product Prices (these prices will be inclusive of GST i.e. Invoice Prices)
- Deliver To location
- Ship To Location
- Comments

Order Processing

On receipt of a Purchase Order you will be expected to perform the following:

- Send an electronic acknowledgment on receipt of Order.
- Review the order and decide to accept or reject the order, critical information required for your review would be cost prices, quantities, pack sizes and delivery window.
- Communicate any discrepancy to the Home Express buying department.

- Where the resolution of any reported discrepancy requires an amendment to the Order the amended Order will be Re-Transmitted with the appropriate changes. **Do Not** begin packing/processing the order until you receive the Amended Order and agree that the changes are correct.

It is imperative that this is completed diligently as your payments will be based on the cost price as per the Home Express Electronic Order. "What is on the order is what is used to pay you"

Electronic Invoice (EI)

The Home Express electronic requires that Suppliers Pick and Pack strictly as per the Order without allowance for product substitution or over supply.

Home Express will not accept multiple shipments against any store order and therefore all undelivered goods will be cancelled, there is no provision for 'Back Orders'. If Home Express requires the undelivered goods another new Order will be raised and electronically sent to the Supplier.

To ensure integrity of all shipments the Supplier is required to include a hardcopy of the electronic invoice with all shipments to store. Where a store order has a delivery date on and after the 25th of a month, then the invoice must be dated the first working day of the next month. Where there is an agreement with the buyer to split the payment of a store order, however despatch the goods as one shipment, then the supplier must raise two or more invoices to reflect the agreed payment schedule.

Home Express will support the UN/EDIFACT and ANSI 820 (ANSI X.12 3020) standards, however as with the Purchase Order we would prefer that all Suppliers adhere to the UN/EDIFACT as the preferred standard.

Supplier Processes

Your Internal processes and Pick / Pack technology must have the ability to perform the following:

- Allow the original Order to be directly interfaced, re-keying of Orders will NOT be accepted.
- The resultant pick / pack process must include quality control checks to ensure what was picked matches to the original order.
- Produce Shipment Labels to Home Express specifications that will be affixed to each carton.
- Compile and transmit an Electronic Invoice to Home Express in the appropriate format and before physical shipment occurs.
- Be able to easily reconcile the electronic invoice to the original order.
- Ensure a hardcopy of the electronic invoice is included in the shipment to the store.

Home Express Electronic Invoice Process

An Electronic Invoices **must** be sent to Home Express at least 4 hours and preferably one business day before despatch of goods. Sending the Electronic Invoice one business day before despatch of goods will ensure the supplier is notified of any errors before goods leave the supplier. A Supplier, who despatches goods in less than one business day of the Electronic Invoice being sent, takes the risk that some part or all of the order being rejected at the store.

On receipt of the Supplier Electronic Invoice Home Express systems will check the validity of the shipment, the following may cause a delay in payment of an invoice and may even mean an adjustment note will be raised against the supplier. Note: Invoice number must be a maximum of eight characters, refer detailed *MIG's (Mapping Implementation Guidelines) for electronic invoice*.

- Shipment of goods without a hardcopy despatch advice.
- Electronic Invoice doesn't match the original order in one or more of the following ways.
 - a) Price. (e.g. Different price to original order)
 - b) Product (e.g. Product not on original order)
 - c) Quantity (e.g. Over supply to original order)
 - d) Invoice date. (e.g. Invoice date doesn't match trading terms)
- Delivery date outside Order delivery window.

Where an electronic Invoice matches the Order successfully, delivery, receipt and payment will proceed uninterrupted.

Where an electronic Invoice has been rejected, the Supplier will be notified by Email of the details of the electronic Invoice error(s). These errors must be rectified and the Electronic Invoice re-sent before goods are despatched.

Home Express Receiving Process

All deliveries to store must have a despatch advice. The despatch advice **must not** contain the words "Tax Invoice" or contain item prices, price totals or GST amounts. Where a copy of the electronic invoice is used by a supplier as a despatch advice all reference to Tax Invoice, Item prices, Price Totals and GST amounts must be crossed out with a black marker pen. Any paper work sent to a store with goods is considered by Home Express only as an advice of goods being delivered.

On delivery into our Store, Home Express staff will count the shipper/cartons and compare them to the consignment note and sign off accordingly. This is the initial proof of receipt.

Home Express staff will check all cartons to ensure the contents exactly match the despatch advice details. At this point Home Express can verify the contents and will accept ownership of the goods.

The receiving process will check all cartons for the shipment and when the check process is complete Home Express will receive the goods into inventory. This will also trigger a transaction to be processed by our accounts payable.

Detailed MIG's (Mapping Implementation Guidelines) for both the UN/EDIFACT and ANSI documents used by Home Express can be made available on request, however Home express believe that a 'turn key' solution would be the best and most cost effective solution for the majority of it's suppliers. To obtain these specifications please contact our eCommerce Consultants IPT.

Delivery Requirements

As part of the Initial electronic Trading delivery process all suppliers will be required to adhere to the following guidelines for all Direct-to-Store deliveries.

Documentation

- An invoice detailing the purchase order number, quantity, unit of measure, price must accompany each delivery.
- Where there is a single shipment but two or more invoices, each invoice number must appear on each carton.
- Exceptions will be approved only with the written consent of the Home Express Buyer.
- On delivery, the invoice must be readily accessible or handed directly to the Receiving Clerk. Should the invoice be unable to be located then Home Express will not sign to acknowledge acceptance of the delivery

Direct-To-Store Deliveries

- No bookings are required for direct-to-store deliveries
- An agreed day for regular deliveries will be determined with the relevant Buyer.

Carton Labelling

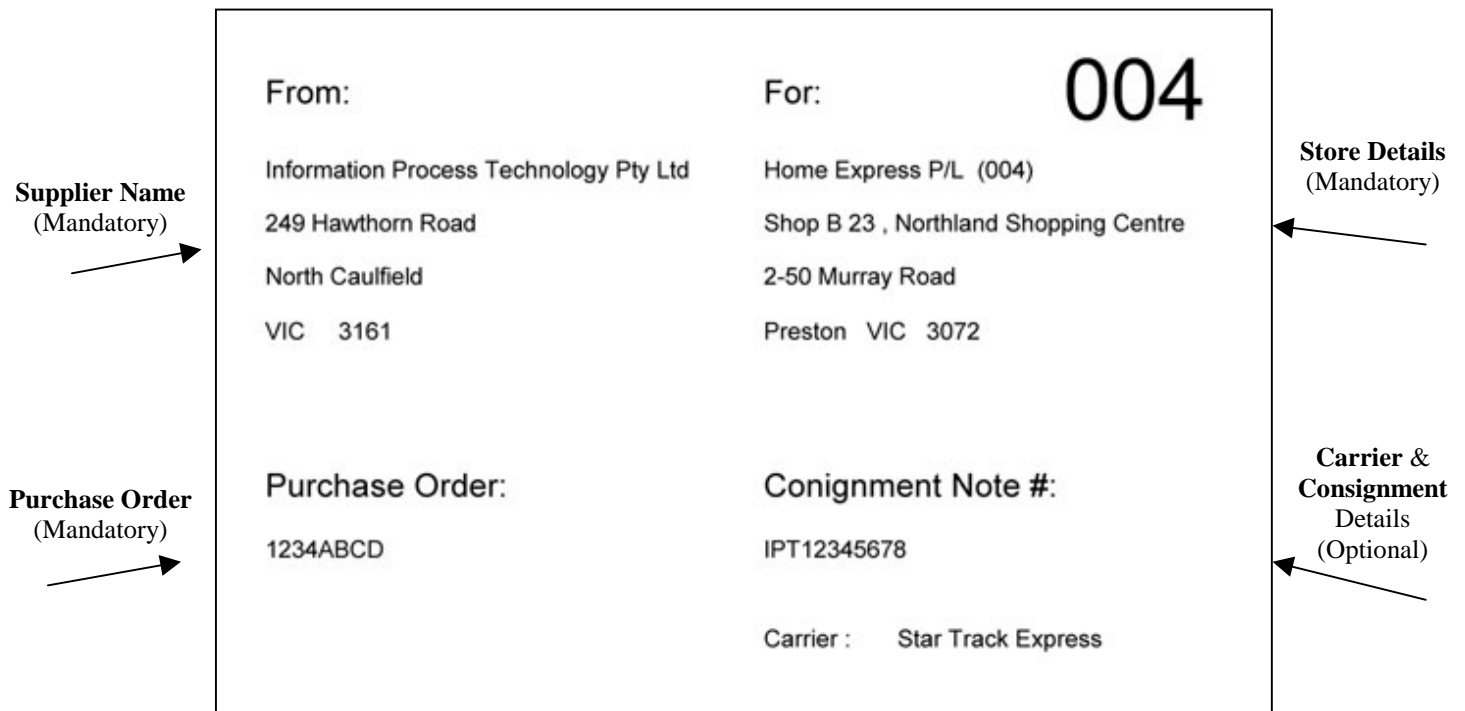
All cartons to be labelled with the Home Express required carton label as per the details in the following section Carton Label Specifications.

Carton Label Specifications

Below is a Home Express accredited carton label format.

As part of the implementation process a sample carton label must be submitted before a Supplier can be accredited. Those Suppliers who are already using the approved Home Express Label will not be required to undergo this approval process.

Figure 3 – Carton Label



Label Technical Data

Label Size: A6 – 105mm x 148mm or nearest equivalent.

Barcode Symbology: Not Required

PAD – Product Activity Data

As part of the Home Express commitment to a partnership with suppliers, Home express will provide on a weekly basis sales and stock data by product for all stores. This data will be available and will be sent each Monday morning to any supplier on request.

Home Express will support the UN/EDIFACT and ANSI 852 (ANSI X.12) standards however would prefer that all Suppliers adhere to the UN/EDIFACT as the preferred standard. The ANSI 852 standard has only been included to allow those Suppliers with older systems not capable of reading the UN/EDIFACT standard time to upgrade their systems.

To receive PAD (Product Activity Data) a supplier is required to make a formal request to the buyer. The PAD file will contain all sales and stock data for any product with a positive stock balance regardless of the status of that product. E.g. de- ranged.

Contact List

Head Office

Name	Position	Phone	Fax	Email
Rebecca Spangaro	Buyer	03 9528 3756	03 9528 3033	rebeccaspangaro@homeexpress.com.au
Julie Kovach	Buyers Assistant	03 9529 3756	03 9529 3033	juliekovach@homeexpress.com.au

Stores

Store No	Store Name	Contact Name	Phone No	Fax No
001	Elsternwick	Nola Hardie	03 9528 3756	03 9523 6370
002	Dandenong	Juanita James	03 9792 2944	03 9792 0644
003	Highpoint	Liz Anstee, Margaret Phillips	03 9318 5422	03 9317 4902
004	Northland	Derya Kavakci	03 9478 6455	03 9471 1097
005	Greensborough	Mary Latina	03 9435 1888	03 9432 8712
006	Broadmeadows	Anna Beska	03 9309 9855	03 9309 5599
008	Southland	Christine Korolew	03 9584 0211	03 9584 0233
009	Frankston	Jennie Clancy	03 9770 2722	03 9770 2723
010	Fountain Gate	Sonia Tricarico	03 8790 3011	03 8790 3022
011	Richmond	Debbie Nally	03 9427 0245	03 9427 0254
012	Knox City	Cathy Carter	03 9887 2238	03 9887 2270
013	Chadstone	Robyn Lowe	03 9530 4800	03 9530 4291
014	Collingwood	Mark Birka	03 9416 4817	03 9416 4821
99	Elsternwick HO	Rebecca Spangaro	03 9528 3756	03 9523 6370

Electronic Trading Consultants – IPT

Inquiries / Support	Adam Whitchurch	03-9523 8128	03 9523 1733	adamw@ipto.com
Sales	Scott Lowther	03 9523 8288	03 9523 1733	scottl@ipto.com

Appendix I – Request To Begin Trading Electronically

To begin trading electronically you may initiate the process by completing this request facsimile and return it to the eCommerce Implementation Team.

FACSIMILE TRANSMITTAL SHEET

Attention: Home Express eCommerce Implementation Team
Information Process Technology Pty Ltd

Fax: +61 3 9523 1733

Request To Begin Implementation

We would like to be contacted to begin implementation of the Home Express eCommerce Business to Business system.

We require a copy of our product information held at Home Express to be emailed to the nominated contact below.

We have also attached the Electronic Trading Compliance checklist. Yes No

(The Electronic Trading Compliance Checklist is available in Appendix II of this document)

Supplier Name: _____
Supplier Contact: _____
Contact Number: _____
Contact Email: _____

Appendix II – Electronic Trading Compliance Checklist

To help us assess your Electronic Trading Capability and provide assistance to help your organisation become an accredited Home Express Electronic Trading partner please fill out the following questionnaire and return by fax.

FACSIMILE TRANSMITTAL SHEET

Attention: Home Express eCommerce Implementation Team
Information Process Technology Pty Ltd

Fax: +61 3 9523 1733

Supplier Name: _____

Supplier Contact: _____

Contact Number: _____

Contact Email: _____

Are You Currently Trading Electronically With Any Other Retailer? Yes No

If Yes, What Systems Are You Using?

EDI Software: _____ Version: _____

Service Provider: GXS Telstra IPT Other _____

Scan Pack Software _____

of PC's Used For Scan Packing _____

Brief Description Of Your PC's _____

Barcode Scanners Used Yes No

If Yes Please Specify Make/Model

Barcode Printers Used Yes No

If yes please specify make/model

Accounting Software: _____ Version: _____

Is Your Accounting System Integrated With Your EDI System? Yes No

What Computer Operating Systems Do You Use?

Please Specify : _____

Would You Like A Free Needs & Cost Benefit Analysis On Becoming An Accredited Home express Electronic Trading Partner?

If So Please Provide Your Contact Details:

Contact Name: _____ Position: _____

Contact Number: _____ Email: _____

Appendix III – Ten Step Implementation Guide

Once you are capable of sending and receiving the required mandatory Electronic documents required to trade with Home Express, and, that you have an EDI system you may request to begin Implementation (see Appendix I).

Use the Implementation guide below and ensure all steps are successfully completed.

FACSIMILE TRANSMITTAL SHEET

Attention: Home Express eCommerce Implementation Team
Information Process Technology Pty Ltd

Fax: +61 3 9523 1733

Step	Process	
	Range List	✓
1	Check details of each Product on range from list supplied by Home express and work with buyer to resolve any discrepancies. Fax confirmation Form Appendix IV	
	Test Communications	
2	Receive one Test Purchase Order and return Functional Acknowledgments.	
3	Identify and Report any errors in this Purchase Order. If Errors repeat step1 again	
4	Receive Updated Purchase Order (without errors) and return Functional Acknowledgment (ensure original Order have been replaced).	
	Test Electronic Invoice Capability	
5	Invoice the Test Order. (DO NOT send any goods). Minimum carton Labels required three.	
6	Send Product labels (Where Applicable) in individual envelopes per carton with Carton labels affixed to IPT P.O. Box 2066 Nth Caulfield 3161 for testing.	
7	Send Electronic Invoice for Test Order	
8	Check that you receive Functional Acknowledgments for the Sent electronic Invoice	
9	Perform steps 2-9 with a Real Order selected by Home Express, this time Goods must be shipped (but only after Electronic Invoice has been sent) and normal payment will be made.	
	Go Live	
10	Sign and fax this completed checklist to Home Express. From this date on all Orders will be sent electronically and an electronic Invoice must be sent prior to the dispatch of goods.	

Implementation Tests Completed - Request To Go Live

Signed for and on behalf of (*Supplier name*) _____

Signature of Supplier: _____

Position Held: _____

Print Name: _____

Date: _____

Appendix IV – Step 1 Product Data Integrity Check

To ensure a high level of data integrity exists between you the supplier and Home Express, it is important to check that your Product information at Home Express matches the product information held in your system. Once you have received a copy of the Product information from Home Express, if there are any discrepancies they must be rectified before proceeding to step 2 of the implementation process. If errors are found you must contact the relevant Buyer with regard to any pricing discrepancies and the Planner for all other errors (*refer contact list*).

When you have agreed that the information contained within the Product file is accurate. Please fill in this form and return by fax to ensure you can then proceed to step 2 of the implementation process.

***Note.** Where any changes have been made please requested a new product file from the buyer and check that new file is correct. **Important!** Sending this form is acceptance that your product & price details held at Home Express is correct.

FACSIMILE TRANSMITTAL SHEET

Attention: Home Express commerce Implementation Team
Information Process Technology Pty Ltd

Fax: +61 3 9523 1733

We have checked the relevant information contained within the Product File sent to us by Home Express and agree that the information is true and correct.

Yes No

**SUPPLIER
NAME:**

Supplier _____

Contact: _____

Contact _____

Number: _____

Contact _____

email: _____

Signed: _____