Wickes



Supplier manual

Version 1 (April 2021)

Table of **contents**







1. Introduction

1.1 Foreword
1.2 About Wickes
1.3 Wickes Commitments

2. Suppliers

2.1 What do we expect from our suppliers?
2.2 How do we assess new suppliers?
2.3 Validation of manufacturing facilities producing Wickes branded products

3. Quality

3.1 What does quality mean to Wickes?
3.2 How can you achieve our quality and safety requirements?
3.3 How should you work with our Quality Team?
3.4 How can you contact our Quality Team?

4. Products

4.1 What are our product requirements?
4.2 How can you achieve product requirements?
4.3 How do we evaluate new products?
4.4 What happens if there's a problem with your product?

5. Order Management

5.1 What is the role of our Product Supply Team?
5.2 How can you obtain a product forecast?
5.3 How do our Product Supply teams raise Purchase Orders?
5.4 What are our Purchase Order requirements?
5.5 What are our requirements for Direct Imports?

6. Supplier Deliveries

6.1 What are our Stay Safe requirements for deliveries?
6.2 What are our Product Data requirements for deliveries?
6.2 What should you do if you receive a Non Conformance Report?
6.4 What is our returns policy?

7. Delivering to our Distribution Centres

7.1 What do we expect from our new suppliers?
7.2 How do you book in a delivery?
7.3 What should you do if your delivery is delayed?
7.4 When do we accept small deliveries?
7.5 What do we expect from your drivers?
7.6 What are our requirements for your vehicles and trailers?

Table of **contents**







7.7 What delivery documentation do we require?
7.8 What are our requirements for container deliveries?
7.9 What are our requirements for cross-docking?
7.10 What are our requirements for stock presentation?
7.11 What happens if there are discrepancies?
7.12 How do we measure your delivery performance?
7.13 When will we refuse your delivery?
7.14 How do you arrange backhauls?

8. Delivering to our stores

8.1 What do we expect from our new suppliers?
8.2 How do you book in a delivery?
8.3 What should you do if your delivery is delayed?
8.4 What do we expect from your drivers?
8.5 What are our requirements for your vehicles and trailers?
8.6 What delivery documentation do we require?
8.7 What are our requirements for stock presentation?
8.8 What happens if there are discrepancies?
8.9 How do we measure your delivery performance?
8.10 When will we refuse your delivery?
8.11 How do you arrange backhauls?
8.12 How can you contact our distribution centres and stores?

9. Delivering to our Customers

9.1 Who are our customers?
9.2 What do we expect from our suppliers?
9.3 How do you arrange a delivery?
9.4 How do you care for our customers?
9.5 What do we expect from your drivers?
9.6 What are our requirements for your vehicles?
9.7 What delivery documentation do we require?
9.8 What happens if there are discrepancies?
9.9 How do we measure your delivery and service performance?
9.10 What happens if the customer has a problem with your product?
9.11 Who do you contact about customer deliveries?

10. Finance

10.1 What are our invoicing requirements?
10.2 Supply & Distribution Levies
10.3 What kind of issues can delay payments to suppliers?
10.4 When will discounts be deducted?
10.5 Who can you contact with rebate enquiries?

Foreword

David Wood

Welcome to our Wickes Supplier Manual. This sits hand in hand with your Wickes supplier contract setting out our expectations and collective responsibility in always ‘doing it right’.



As consumer habits evolve and the route to customer diversifies, it demands that we always deliver to the highest standards of both service and sustainability throughout the supply chain. Forging strong working supplier partnerships with shared beliefs are central to this ambition.

Safety is at the heart of everything we do at Wickes and as a supply partner we ask that you help us maintain safety as the number one priority throughout the supply chain, including third parties working on your behalf. We encourage everyone within your company to kindly take the time to review and adhere to the requirements within this supplier manual.

Together, rooted in partnership, we look forward to building a safe, successful and sustainable business.

David Wood
CEO
Wickes

About Wickes

Wickes is one of the UK's favourite home improvement retailers. It's over 40 years since we opened our first new store. The opening of new stores in Beverley and Maldon in 2011 took us past the milestone of 200 stores; we currently have over 230.

Wickes is a business with real clarity of purpose - "To help the nation to feel house proud". We achieve our purpose through delivering our mission "To be the partner of choice for Home Improvers and Local Trade" and our vision "A Wickes project in every home". We have three compelling customer propositions, Trade, Do-it-for-me and DIY, all of which are digitally led and service enabled. We power our customer experiences through our amazing highly engaged people and our commitment to growing responsibly.

We take pride in being an innovative multi-channel retailer. Customers have access to a range of How To guides, ideas and advice to support them with their home improvement projects, while our Click and Collect make it even easier to get the products you need, when you need them.

We also have our Do It For Me proposition that is hugely popular with our customers that want the expertise of local trades to help them get their home projects completed.

Since the opening of our first UK store in 1972, Wickes has developed and changed a great deal, but the concept and spirit of our business remains largely unchanged. This is the reason for our continued success to this day, and it will be the reason for our success and achievements in the future.

We supply the highest quality building, construction and home improvement materials in the UK. Our business revolves around supporting our customers and exceeding their expectations, from providing a first class service to sourcing our products and materials as sustainably as possible.

Like all winning businesses, much of what we've achieved is down to the quality of our people – and that includes our suppliers. As a Wickes supplier, you're a valued partner with our business and we're keen to make the most of our working relationship so we can share continued success with you in the future.

Wickes commitments

We conduct our operations with honesty, integrity, openness and with respect for the rights and interests of our colleagues and others. We will not tolerate or condone any practices which are illegal or which may damage our reputation.

The honesty and integrity of our colleagues and others that we work with is fundamental to our reputation and success. These qualities are embodied in our values, our Winning Ways, which underpin the way in which we operate.

In order to supply Wickes, suppliers need to demonstrate that they share similar values to our own, especially when it comes to their employees, health & safety, the environment, business ethics & product quality.

Our commitments are split across the following 5 pillars;



Back to contents

Stay Safe.

Wickes **commitments**

Labour Standards

Wickes is committed to upholding human rights and promoting positive working conditions and practices throughout our supply chain. We aim to work collaboratively; and to create an environment that enables transparency throughout the supply chain.

Wickes commits to:

- Make sure all workers involved in product manufacture and supply are treated fairly and with respect for their human rights
- Meet the principles of the Ethical Trade Initiative (ETI) Base Code
- Operate ethically and actively seek to identify and prevent Modern Slavery in our business and supply chain
- Find new sources for any minerals contained in our products where these are identified as coming from recognised areas of conflict.

Health & Safety

Wickes is committed to providing a safe environment to work and shop in so that everyone returns home safe and well every day.

Wickes commits to:

- Relentlessly seek to improve the safety of our business
- Share and identify best practice, adopting it into our operations and throughout our supply chain
- Support our colleagues and others to make informed choices that contribute to their physical and mental wellbeing
- Train all our colleagues, at all levels, in safe working practices

Environment

Wickes is committed to making positive choices that will reduce our impact on the environment. Wickes environmental management controls are externally certified to the international standard ISO 14001. We are members of the On-Pack Recycling Label (OPRL) scheme and we encourage all suppliers to sign up to the scheme and use the labels on their products. We understand the nature and scale of our impact and the importance of working with our supply chain and partners to reduce it.

Wickes commits to:

- Only source timber products from legal and sustainable sources that do not cause deforestation or degradation.
- Comply with all applicable environmental legislation in all areas of our operations and supply chain.
- Manage the extraction of any natural materials with care and consideration for local communities and the environment.
- Minimise the use of water and energy throughout our operations
- Reduce costs by manufacturing our products using the lowest achievable amount of natural resources
- Minimise the amount of packaging used and make packaging from sustainable materials where possible.
- Reduce waste by working towards making our products and packaging as recyclable as possible, and simple for our customers to recycle
- Take steps to reduce any products that contain restricted substances or SVHCs with suitable alternatives

Back to contents

Wickes **commitments**



Business Ethics

Wickes is committed to conducting our operations honestly and with integrity.

Wickes commits to:

- Conduct our operations legally and in compliance with all applicable laws and regulations
- Having a zero tolerance policy on bribery and corruption
- Collecting and using data in an ethical way and ensuring personal data is protected
- Not engage in and not tolerate any anti-competitive behaviour that would breach competition law

Quality Product

Wickes aims to only source products that are safe, fit for purpose and which meet or exceed our customers expectations. We require each product that enters our supply chain to comply with all applicable legislation.

Wickes commits to:

- Only supply products (including packaging) that are suitable for our supply chain and that are safe to handle and store
- Only supply products that are fit for purpose, safe to use and meet our quality requirements
- Identify any products that are supplied to us that contain any substances of very high concern (SVHCs), explosives precursors or poisons
- Ensure continuing product compliance by arranging regular product inspection and testing by approved laboratories
- Continually develop our products to reduce failure rates and meet market demands

Back to contents

Stay Safe.

2. **Suppliers**

How do we do business with our **suppliers?**





If you would like to become a supplier to Wickes, please get in touch with the relevant commercial contact.

Wickes Building Supplies Ltd,
Vision House,
19 Colonial Way,
Watford, Hertfordshire
WD24 4JL

Tel: +44 (0)844 249 0902
Web: www.wickes.co.uk

You will need to sign up to our annual **Trading Agreement** and our **Supplier Contract** before you can do business with us. Your commercial contact will work with you to agree on the commercial terms to be included in these documents and then provide you with copies.

Please note that you and your commercial contact will need to discuss a process for us to return damaged or faulty goods that you have supplied to our sites. Once you have agreed on the returns process with your commercial contact, a **Service Level Agreement** should be set out to accompany your **Trading Agreement/Supplier Contract.** All supplied products will require a Returns Agreement.

Back to contents

2. Suppliers



2.1 What do we expect from our suppliers?

Wickes is committed to operating responsibly across all areas of our buying, selling and operating activities. To help us achieve this, we need you to show that you can comply with our **Wickes Commitments** document by completing our **Supplier Online Risk Assessment (SORA)**.

It is important for you to satisfy our commitments, to protect both your own reputation and the reputation of Wickes. Our **Supplier Online Risk Assessment** must be completed by your senior Director with the required authority.

Please note that we must receive satisfactory information to support your response to the **Supplier Online Risk Assessment (SORA)** before we can appoint you as an approved supplier.

2.2 How do we assess new suppliers?

Once your company has been identified as a potential supplier to Wickes, we will ask you to sign up to our **Wickes Commitments** by completing our **Supplier Online Risk Assessment** to provide us with essential information about how you operate your business. This will be conducted on a periodic basis.

You will be charged a fee for assessments carried out by our Compliance team, for more information please see **Supply and Distribution** levies.

Our Quality and Compliance team will analyse the data generated by the questionnaire and create a bespoke risk assessment for your company in the **5 key areas; Labour Standards, Health and Safety, Environment, Business Ethics and Product Quality.**

Based on the results, we may contact you to request further documentary evidence or undertake additional tasks to demonstrate compliance or mitigate risk.

Back to contents

Stay Safe.

2. Suppliers

2.3 Validation of manufacturing facilities producing Wickes branded products

It's essential that you work closely with us during the validation process, to make sure we can approve the site within the required timescales for Wickes to start selling your products.

Ethical Audits

You will be required to provide a third party SMETA or equivalent audit for all the manufacturing facilities that you are planning to use to produce our own brand products. Whilst there is no requirement to be a Sedex member it may help facilitate the exchange and sharing of audits. We are a member and we recommend being a member.

Please note that:

- Wickes own brand products can only be manufactured by factories that have been approved by our Quality and Compliance team.
- Once we have assessed the SMETA audit, your facility will be approved. We will not accept goods from a factory that does not meet our requirements.
- You must update our Quality and Compliance Team prior to any changes to either where they are made or product range.

Technical Assessments

As part of the product introduction process for Wickes own brand, or as a result of a quality concern, it may be necessary for the relevant Category Technical Manager to visit your manufacturing facility to witness your product testing procedures and process controls.

Please note that there is a charge for any assessments that are undertaken by our Quality Team.

Our i-Supply system

Our vision for i-supply is to be a one stop shop for our suppliers to access data.

Key Elements

- Sales out (daily/weekly/monthly/YTD)
- Current stock (at product and location level)
- Demand forecast
- Account information

The aim of the i-supply system is to facilitate data sharing between Wickes and our suppliers. Enabling us to gain a better understanding of our shared processes and improve performance. We will provide full training and support to help you with this.

This can be arranged by contacting;
i-supply@wickes.co.uk

Back to contents

3. Quality

3.1 What does quality mean to Wickes?

In supply chain terms, 'quality' simply means getting the right products to customers on time, safely and efficiently.

By delivering exceptional quality, we can:

- Maximise sales of your products
- Minimise both our costs
- Meet our health & safety, legal, social and environmental responsibilities.

It is in everyone's interests that we work together to meet our quality requirements to maximise value.

3.2 How can you achieve our quality and safety requirements?

Please help us achieve our quality requirements by:

- Aligning with our Wickes Commitments
- Completing our Supplier Online Risk Assessment
- Providing us with complete and accurate information about your products.
- Producing products that are safe to handle and use, legally compliant and fit for purpose.
- Meeting all our order management requirements
- Delivering the right quantities of products to our distribution centres, stores or customers on time and in line with our safety and stock presentation standards.
- Working closely with our people to create and develop excellent working relationships.
- Ensuring everything you do for us is carried out to the agreed Wickes specification.
- Support our Ethical Audits as required and support the Wickes Quality Team in the undertaking of Technical Audits. Please refer to Appendix 1 - Supply & Distribution Levies

3.3 How should you work with our Quality team?

Our Quality and Compliance Team will work alongside you to help make sure our quality and safety requirements are met at all times. Both parties have several key responsibilities that will help keep quality standards high.

Please note that you may incur additional costs if you fail to meet expected requirements. We encourage all our suppliers to work with us to continually improve.

We will work with you on:

- Manufacturing facility Technical Assessments as necessary, to support and promote activities for our mutual benefit.
- Analysing the performance of all new products that enter our supply chain and work with you to develop improvement plans for products with unsatisfactory returns rates.
- Arranging goods-inwards inspection checks. Please note that we will raise paperwork for all deliveries that don't satisfy our requirements. Please read our Appendix 4 - Non Conforming Products for further details.
- Communicating all product recalls and safety notices to Trading Standards.
- Maintaining ongoing communications with you, so we can identify and implement the right solution as soon as possible.

At Wickes, we understand the importance of keeping the lines of communication open with you at all times.

How can you contact our Quality team?

If you have any questions about quality, please email the **Category Technical Manager** responsible for your product range directly, or via **quality@wickes.co.uk**

Back to contents

Stay Safe.

4. Products

4.1 What are our product requirements?

In summary, we require all our products to be safe, fit for purpose and compliant with all relevant legislation affecting the UK. All products supplied to us must also comply with our own policies.

- Wickes Commitments
- Product Safety & Certification Policies
- Product Responsibilities & Traceability

4.2 How can you achieve product requirements?

We have outlined each of our key product requirements below, along with the actions you will need to take.

Product safety

You must:

- Make sure all the relevant Product Safety Assessments have been carried out.
- Manufacture your products to meet all the relevant UK, European and international safety standards.
- Notify us of pending changes to any of the safety standards relevant to your products.
- Tell our Quality and Compliance Team immediately about any newly-discovered risks posed by products already in our supply chain. You must also take all reasonable steps to make sure these products don't cause any risk to our staff or customers. Please note that your company will be held responsible for all costs and expenses associated with these risks, please refer to Supply & Distribution levies.

New Product Development

Please carry out thorough quality and technical reviews before approaching Wickes with a new product.

Product data

You must provide us with complete and accurate product data within the specified timescales and the Wickes Data Quality Standards. This will help avoid delays that could lead to lost product sales for your company.

All products must be processed through the correct channel with the complete and accurate product data. For example, any price increases/decreases must be agreed before implementation.

Our Data Management Team will produce a monthly report flagging up suppliers with active products that are missing mandatory data. If any of your products are listed on the report, you must provide us with the missing data before we issue the next monthly Data Quality report.

Please note that providing us with incomplete or inaccurate product data will lead to additional costs being raised against your company.

For more information about our product data requirements, please contact your Commercial contact.

Back to contents

4. Products

Hazardous products

You must:

- Tell the Quality, Safety & Compliance team about any products that could be harmful to staff or customer health before introducing to Wickes.
- Provide a Safety Data Sheet (SDS) for all substances or chemicals you supply to us.
- Make sure that all relevant warnings are clearly displayed on the products and there packaging is in line with Classification, Labelling and Packaging regulations (CLP). The product packaging must be able to stop chemicals from leaking.

Restricted Sales

You must also tell us if your products are subject to restrictions including;

- A poison or explosives precursor.
- Knives and other sharps that cannot be sold to minors.
- Solvents and spray paints.
- Psycho active substances

Date sensitive products

You must:

- Flag up any date sensitive products when you give us your product data during the product set up process.
- Make sure the expiry date is clearly marked on each product and the outer packaging. Your products must have at least 80% of their shelf life remaining when they're delivered to us.

Timber Products

You will need to meet the timber requirements before you can be approved as eligible to supply us. We aim to only source products that are safe, fit for purpose and which meet or exceed our customers expectations. We require each product that enters our supply chain to comply with all applicable legislation.

FSC and PEFC marking

We require full chain of custody on all timber and joinery products that need 'Responsibly Sourced' markings by using either FSC or PEFC licence numbers of the organisation that applied the primary packaging. This organisation, usually the manufacturer, is responsible for obtaining approval for using the logo from the relevant certification body.

Technical support

You must:

- Provide us with a Technical Support helpline so our stores or our Customer Services Department can contact you if a customer has a question about your products.
- If required, provide us with further support if any quality or safety concerns arise with your products. This might involve a representative from your company visiting the store, or possibly the customer, and then providing a technical report to the Category Manager and our Quality and Compliance Team.
- If required, carry out any internal investigations within your company that might be necessary further to a customer complaint, accident or an insurance claim involving your products. Maintain up to date technical files on all products you supply to us.

Back to contents

Stay Safe.

4. Products

Packaging

You must make sure that:

- The artwork designs on Wickes own brand products meet the requirements set out in the Marketing Guidelines.
- The packaging you use meets the requirements outlined in the Wickes Product Packaging Guidelines.
- Your commercial contact will provide you with a copy of these Guidelines.
- Before your first product delivery takes place, you must agree packaging solutions with the relevant delivery site to ensure the safe unloading, storage, picking, packing and loading of your products.

Also, please note that we do not allow metal strapping on our products.

Labelling

You must:

- Label all own brand products in line with the requirements set out in the Marketing Guidelines.
- Make sure all your product labelling is in line with all relevant regulations.
- Label all products with their total weight and include a warning on those weighing more than 15kg. To ascertain the correct labelling procedure, please refer to the specific requirements of the business you're supplying.
- Labels must be large enough to allow scanning during stock counts performed in the warehouse (when barcodes are used).

Instructions

You must make sure that the instructions for using your products meet the requirements set out in our Product Instructions Guidelines, otherwise, we cannot approve your products for sale. This will be supplied to you via the Commercial Operations Team.

Barcoding

You must comply with our barcoding requirements set out by us.

Before your products are delivered, you will need to send your barcode labels to the QC team at the relevant delivery site to make sure they can scan them.

Please note that if we receive any products with barcode issues, such as an incorrect or illegible barcode, a Non Conformance Report will be raised.
Your products will either be rejected or re-worked at your company's expense.

Changes to your products or packaging

If you are planning to make any changes to the physical dimensions of any product or its packaging, please check with your commercial contact before going ahead. This is because changes may affect the capacities and/or capabilities of our diverse fleet of vehicles when delivering the products to our stores.

Back to contents

4. Products

4.3 How do we evaluate new products?

Your commercial contact will agree the specifications of the new product with you, including packaging and instructions for use.

Wickes branded products

We carry out a much more in-depth evaluation process on Wickes branded products than on other products. All own brand products must be approved by our Quality & Compliance Team before we can accept any deliveries, and before any changes are made to the technical or product details once the product is in our supply chain.

If you are planning to supply us with Wickes branded products, you will need to provide samples for evaluation and approval by the relevant Category Technical Manager. They will assess your product by following our Product Approval process.

Please note that Wickes branded products cannot be substituted without prior approval from the Quality & Compliance Team.

Product Approval Process

We go through a 3 stage process depending on risk and complexity of the product.

Bronze: Product is assessed against our buying criteria with all changes communicated back until we reach an agreed point that the product can go into production.

Silver: A preproduction sample (silver) is then checked and approved by the Wickes Commercial & Quality teams alongside the supplier and this will be treated as the reference sample for the final production run which will be inspected prior to shipment to Wickes.

Gold: Final sign off.

At this stage a full technical file should be available and approved by the Wickes Quality & Compliance team.

UKCA & CE marking

From Jan 2021 all new Wickes branded products must be UKCA marked and should quote Wickes as the manufacturer's name and address, unless agreed otherwise. For Wickes Own Brand products in scope for the Construction Products Regulations (CPR) you will be required to submit a Wickes Declaration of Performance (DoP) for approval.

All existing Wickes branded products will be changed to UKCA mark by 31st Dec 2021 and your Quality & Commercial contact will discuss timings with you of when this will happen.

From 1st Jan 2022 Wickes will not accept any CE marked product into its supply chain, this product will be rejected and subject to any associated costs of quality.

Detailed Quality Control (QC) inspection

We will always carry out a detailed QC inspection on our own brand products when the first delivery has arrived at our central warehouse, to make sure the products meet our specifications. We will also carry out random inspections of branded products. If the new product fails our QC inspection, our Quality & Compliance Team will raise a Non Conformance Report.

Any products which do not meet specifications will either be rejected or re-worked at your company's expense. Please refer to Appendix 4 - Non Conforming Products for more information.

Back to contents

4. Products

4.4 What happens if there's a problem with your product?

If a quality or safety issue arises with your product, we may follow one of these processes:

Withdrawal from Sale

This means we must remove your products from our entire supply chain. The stock must be removed by you from our network within seven days of the 'Withdrawal from Sale' notice being issued. You must pay all costs associated with withdrawing your products from sale.

Product Recall

Where a Product Recall is required, you will need to inform Trading Standards and work with your commercial contact on a recall plan. The Product Recall notice warns the public about the risks of buying or using the product, and asks customers who have already bought it to return the product for a refund or replacement. Please note that all costs and expenses associated with Product Recalls will be reclaimed from the supplier.

Public Safety Notice

Sometimes, it is more practical to give customers a replacement product or offer special advice rather than recalling the item. If this is the case, we will issue a Public Safety Notice. Please note that all costs and expenses associated with issuing Public Safety Notices will be reclaimed from the supplier.

Customer complaints

If a customer complains directly to your company about any product purchased from the Wickes, please inform us straight-away. In the event of a complaint, we'll require partnership support from your company to resolve the complaint as quickly as possible.

Faulty Products

This covers returned faulty items or items that are found to not meet our agreed specifications. Please note that all costs and expenses associated with faults or items not to the specification set will be reclaimed from the supplier.

Damaged Products

The Wickes Quality team will monitor damage rates and where these are excessive you will be asked to support an investigation to understand the cause and to put in a plan to reduce. If damages remain excessive your product maybe subject to withdrawal from our business.

Back to contents

Stay Safe.

5. Order **Management**

5.1 What is the role of our Product Supply Team?

Our Product Supply team work in partnership with our suppliers to make sure we deliver the right products to our customers at the right time and in the right quantities.

The team has responsibilities for:

- Order management
- Product forecasting
- Stock management
- Customer service

5.2 How can you obtain a product forecast?

Forecasts are available for you to obtain in i-Supply. If you have any questions or concerns about the accuracy of your product forecasts, please discuss this with your **Supply Chain Contact.**

Please note that we give our forecasts in good faith, but without any liability or obligation on the part of our business.

If your company does not have an i-Supply account, please email **i-supply@wickes.co.uk** to assist you with your set up.

Contact our Product Supply teams

Please contact your Supply Chain Contact directly or call our main switchboard;

Main switchboard number +44 (0)1923 656600

5.3 How do our Product Supply teams raise Purchase Orders?

Before we raise an order for either a new or existing product line, you will need an EDI account, please speak with your **Supply Chain Contact** to arrange this. Your **Supply Chain Contact** may contact you to check on stock availability. The Purchase Order (PO) will then be raised by either **EDI** or **email.** You will also be sent a PDF version on email. All POs raised using EDI will comply with a fixed format that meets our Purchase Invoice Standards.



Back to contents

Stay Safe.

5. Order **Management**

5.4 What are our Purchase Order requirements?

When dealing with our Purchase Orders, you must:

- Only accept orders that are placed on an official PO.
- Contact your Supply Chain Contact or Category Supply Manager if an order arrives late.
- Confirm receipt of the PO by emailing your Supply Chain Contact within 24 hours of receiving the order by EDI.

Include the following information in your acknowledgement email:

- PO number
- Confirmation that the order will be delivered On Time and In Full (OTIF) on the due delivery date.

Also include the following information in your email if there's a stock availability issue:

- The affected SKU
- The quantity ordered
- The reason for the delay
- When the stock will be available for delivery.

- Arrange a booking slot with the relevant warehouse. Any deliveries that haven't been booked in will be refused.
- Deliver the order On Time and In Full in line with the details set out in the PO, unless we have agreed otherwise with you.

5.5 What are our requirements for Direct Imports?

Direct Imports are products imported into the UK for which Wickes will pay the transportation charges (FCA (Free carrier), or FOB (Free on board) imports).

In our definition of FOB, the importer – in this case Wickes – will clear the goods for import and is then responsible for the costs and risks of delivering the goods past the ship's rail at the named port of shipment. Please note that we only use the term Free on Board in relation to transportation by ocean or inland waterway.

In our definition of FCA, the importer in this case Wickes- is responsible for loading the goods onto a vehicle, import declaration and is then responsible for the costs and risks including onward transport arising after collection of the goods. Please note that the term is used for road haulage.

If you are planning to supply us with products that are classed as Direct Imports, please speak to your commercial contact to obtain the Import department details who will be able to discuss our requirements with you.

Back to contents

Stay Safe.

6. Supplier **Deliveries**

6.1 What are our Stay Safe requirements for deliveries?

Our Health & Safety Expectations of Suppliers Introduction

Nothing we do is more important than making sure we all go home safe and well at the end of every day to our family and friends. That's why keeping each other safe is a pillar of our business.

As a supplier to Wickes your delivery activities, and that of any third party you contract delivery to, have the potential to significantly impact safety at our branches, Distribution Centres as well as at our customer sites. It is important that we work together to ensure these risks are eliminated where possible or otherwise controlled.

In this section we outline our safety expectations of suppliers delivering to our sites and directly to our customers as well as what you can expect in return.

Our Expectations of You and Your Delivery Partners

We expect as a Supplier to Wickes that you meet the following Health and Safety requirements:

- Have a Safety Management System in place as well as risk assessments and safe systems of work in relation to all activities you undertake including at our sites and at our customers sites on our behalf.
- You must have effective methods of monitoring the Health and Safety standards of both your employees and 3rd party providers, this includes having arrangements in place for workplace inspections, systems audits and incident reporting and investigations.
- Ensure that your drivers are fully and regularly briefed on our Health and Safety Expectations and how they affect them.
- Plan your vehicle's load / route so that it can be off loaded / loaded safely, making sure that the load is adequately secured at all times whilst in transit.



- Should you outsource your delivery activities to a 3rd party, it is your responsibility to ensure that they meet our Safety Expectations for Suppliers as we see them as part of your business.

Your Safety Management System

All suppliers delivering to our locations are expected to have a suitable safe system of work for their drivers to ensure the safety of unloading / loading activities. This should be based on a suitable and sufficient risk assessment and, for each risk, the hierarchy of risk control should be used to eliminate the risk or reduce it to as low as reasonably practicable.

An important consideration here is for you to ensure effective route and load planning. As part of this you should also ensure that loads are adequately secured to prevent them moving or falling from the vehicle during transit.

For more information, please email our **Health and Safety Team** at staysafe@wickes.co.uk

Back to contents

6. Delivering to **Our Sites**



6.2 What are our Product Data requirements for deliveries?

When delivering to our sites (Stores or Distribution Centres) it is important to note that there will be pedestrians in and around the yard and car park areas, some of these will be our colleagues, others will be customers, contractors or members of the public.

Each of our locations has a site specific traffic management plan which details their local management arrangements to keep pedestrians, vehicles and off loading / loading operations separate and where this is not possible it details the controls you must follow.

Upon arrival at our locations your drivers should:

- Familiarise themselves with the requirements of the traffic management plan.
- Make sure they are wearing a high visibility vest or jacket and safety footwear.
- Not enter our yard until directed to do so by our Yard Supervisor (or equivalent) - at some sites you might not be permitted to wait outside due to traffic regulations, in such cases you must have in place a suitable method of ensuring the yard is safe for you to enter e.g. calling ahead whilst safely parked in designated parking up point.
- A Team Member will direct the driver to the offloading / loading area.
- Follow any instructions or directions provided by our yard supervisors or Banksmen. Heavy goods vehicles should not reverse at our locations without the supervision of a banksman.

Note: We use the term 'Banksman' to mean someone who supervises the vehicles reversing area ensuring that pedestrians are not in it.

- Before off loading / loading takes place, ensure the vehicle's handbrake is engaged and, where possible, the ignition key removed to prevent the vehicle from being driven off whilst it is still being worked on. Depending on the load and method of unloading, we may ask you to follow additional local rules in relation to waiting in a safe place.
- Wear a hard hat with a retaining device when opening vehicle doors / curtains, operating cranes / lifts or whilst working on the bed of the vehicle.
- Not move your vehicle whilst it is being loaded or unloaded and follow any local site safety rules in relation to signage, skipper systems / barriers or wheel chocks.

Back to contents

Stay Safe.

6. Supplier **Deliveries**

- Follow your company's Safe System of Work for off loading / loading your vehicle. If we are off loading / loading products using one of our Forklift Trucks you must stand at least 2m away from it when it is in use, or in the case of an overhead crane you must stand in the safe zone as directed by our crane operator.

Drivers are more than welcome to use our welfare facilities whilst their vehicle is being offloaded / loaded.

Delivering to Our Customers Sites

From time to time we may require that you deliver directly to our customer's sites. Each site is likely to be different to the next and whilst we expect that you follow our safety expectations for delivering to our sites (above), the customer's site Health and Safety rules will take precedence; importantly too in all cases - whether delivering to our sites or our customers - your drivers should be capable of assessing risks and conducting dynamic risk assessments.

6.3 What should you do if you receive a Non Conformance Report?

Our **Quality Control & Compliance Team** will raise a Non Conformance Report if we identify any issues with your products or deliveries at any stage within our Supply Chain. We will send you the report by email so you can address the issues. Please note that it is your responsibility to make sure that the communication flows to your correct commercial contact using their up to date email address. Your non compliant stock will either be rejected, quarantined or left on the delivery vehicle.

Our **Quality Control & Compliance Team** will get in touch with you to arrange to either rework the product or load at your own expense, to prevent it being rejected. You must respond within 24 hours to avoid any unnecessary costs being incurred and recharged to you.

Our **Quality Control & Compliance Team** will work with you to help you **'Get it Right First Time'** and avoid any non conformance issues. However, if you do receive a Non Conformance Report, you must:

- Investigate the problem identified in the report
- Carry out Root Cause Analysis (RCA)
- Set out preventative measures with timescales
- Complete and return the relevant section of the Non Conformance Report
- Provide physical evidence to our Quality & Compliance team that the issue has been permanently resolved.

Our **Quality Control & Compliance Team** will then carry out checks to make sure the problem has been fixed. We will include the results of these checks in your next **Supplier Performance Review.**

Any questions?

Please refer to Appendix 12 - Supplying Products into our Distribution Centres for contact details.

Back to contents

Stay Safe.

6. Supplier **Deliveries**

6.4 What is our returns policy?

We have set out our policy for product returns below:

- Our standard policy is that in most cases defective products will be centralised.
- We ask you to arrange for your returned goods to be collected. Please note that you will need to collect the products within **7 days** of our branch or central warehouse telling you about the returns. After this time, storage charges will start to accrue.
- Please note that if your products have been sourced locally, you will still need to arrange to collect your products from our store. This is the case even if the goods were initially backhauled using our own transport.
- If your goods are not collected within **30 days** of us notifying you about the returns, we will dispose of them ourselves. Please note that you will be charged for any storage and/or disposal costs that we incur.
- The timescale within which returned goods should be paid for by suppliers following collection must be in line with the terms set out in your **Returns Agreement**, which you will have agreed with your commercial contact. In the absence of a Returns Agreement, we will raise the appropriate debit.



Discrepancies on returns

Please tell us about any discrepancies in your returned stock within **7 days** of collecting it. You will need to send us a formal communication about discrepancies to your relevant distribution contact. The communication must include details of the relevant **SKU number, product description, returns quantity advised, quantity received** and the **value of the variance.**

Back to contents

Stay Safe.

7. Delivering to our Distribution Centres

7.1 What do we expect from our new suppliers?

Before you make your first product delivery to us, please get in touch with your commercial contact to arrange a visit to the central warehouse(s) or stores where you will be delivering your products. This visit will help you better understand our requirements before you start delivering to us. Your commercial contact, **Supply Chain Contact** and a **Operational Manager** will join you during the visit.

A representative of your company should ideally attend your first delivery into our warehouse, along with a member of our **Quality & Compliance Team**. This is to make sure there are no issues with your products, delivery or presentation of stock and that it meets our Stay Safe requirements.

Your Safety Management System

All suppliers delivering to our locations are expected to have a suitable safe system of work for their drivers to ensure the safety of unloading / loading activities. This should be based on a suitable and sufficient risk assessment and, for each risk, the hierarchy of risk control should be used to eliminate the risk or reduce it to as low as reasonably practicable.

An important consideration here is for you to ensure effective route and load planning to complete the off load or loading activity. As part of this you should also ensure that loads are adequately secured to prevent them moving or falling from the vehicle during transit.

7.2 How do you book in a delivery?

When you receive our Purchase Order (PO), please contact our **Goods In Team** at the receiving warehouse to book a delivery time slot.

Please note that we can not accept any deliveries that haven't been booked in.

You must give us the following information when booking in your delivery:

- Supplier name
- Supplier number
- Your contact details (name, address, phone number and email address)
- Requested delivery date and time
- PO number
- PO delivery date
- Delivery vehicle type (e.g. curtain-sided, container, courier etc)
- Total quantity ordered (i.e. number of pallets/ cartons)

Please note that:

- We reserve the right to rearrange your delivery booking with at least 24 hours notice.
- If you cancel a delivery to us with less than 24 hours notice, you may incur a charge, please see the Appendix 1 - Supply & Distribution Levies for details.

Back to contents

7. Delivering to our Distribution Centres

7.3 What should you do if your delivery is delayed?

If your delivery is going to be late, please contact the **Goods In Team** at the receiving warehouse straight-away. Some sites need you to contact them by phone rather than email, so please make sure you know the best contact method for the warehouse in question.

The **Goods In Team** will then ask a Senior Warehouse Manager for advice on whether the load can be accepted or if it needs to be rescheduled.

Please note that we can not accept any costs that you might incur for waiting time or where a delivery has to be rescheduled. If your delivery is delayed you may incur a charge, please see the Appendix 1 - Supply & Distribution Levies.

7.4 When do we accept small deliveries?

A 'small delivery' is defined as less than a single pallet of stock. Our Distribution Centres still require these 'Small deliveries' to be delivered on pallets. Each carton must;

- be able to be handled by a single operative
- be labelled with the information required by the business to which you are delivering (please ask your commercial contact for details if you are not sure)
- contain separately bagged or boxed and labelled products for each different SKU
- contain a list of contents displaying the product code, product description and quantity.

Your commercial contact can provide you with the specific requirements of designated times for small deliveries, so please make sure your delivery arrives between these times.

7.5 What do we expect from your drivers?

Stay Safe

You must ensure that your drivers fully comply with our **Safety Management System**. All suppliers delivering to our locations are expected to have a suitable safe system of work for their drivers to ensure the safety of unloading / loading activities. This should be based on a suitable and sufficient risk assessment and, for each risk, the hierarchy of risk control should be used to eliminate the risk or reduce it to as low as reasonably practicable.

An important consideration here is for you to ensure effective route and load planning to complete the off load or loading activity. As part of this you should also ensure that loads are adequately secured to prevent them moving or falling from the vehicle during transit.

Legal requirements

It is your responsibility, (and that of your third party contractors) to make sure your drivers comply with all relevant legal requirements. In particular, only ADR qualified drivers can deliver dangerous goods to our sites. Any drivers delivering hazardous goods must remain with their vehicles at all times. They must also have access to spill kits (including powder extinguishers) and be trained to use them.

Please see the below website address for the government's guide to the international regulations on the transportation of dangerous goods by air, sea, road, rail or inland waterway.

https://www.gov.uk/guidance/moving-dangerous-goods

Back to contents

Stay Safe.

7. Delivering to our Distribution Centres

Site rules

You must ensure that your drivers comply with our site rules and cooperate fully with our colleagues. Your drivers will either be given clear instructions or a copy of the site rules when they arrive at the site.

At all our sites, drivers are not allowed to climb onto an open vehicle bed unless they have:

- Written confirmation of their safe working procedure.
- An approved permit to work, which will only be granted in exceptional circumstances. In such cases, a permit will be agreed by the driver and the location manager before unloading takes place.

Please make sure your drivers always check the specific requirements of the site where they are making a delivery.

Behaviour

We will not tolerate your delivery drivers making personal, racial, sexual or discriminatory remarks about another person, under any circumstances. Please note that your drivers will be banned from our sites if they exhibit any poor behaviour towards our colleagues.

Non English speaking drivers

We welcome drivers of all nationalities to our sites. However, we do ask that drivers have at least a basic understanding of English. If you are planning to use drivers who only have basic English skills, please provide us with contact details of a fluent English speaker within your company. This person(s) must be available to communicate our more detailed requirements to any such driver.

Other points to note

- Smoking is strictly prohibited on all Wickes sites, unless in designated areas.
- Your drivers can only enter our sites under supervision by our authorised staff and they must comply with our security procedures at all times.
- Your drivers can not bring any item sold by the Wickes onto our sites, either on their person or in their vehicle, unless they have the purchase receipt or delivery paperwork to hand.
- Your drivers must not use their mobile phones whilst in motion on our property; this includes the use of hands-free units.

Please note that if your drivers do not meet all the above requirements, they will be banned from our sites.

Back to contents

Stay Safe.

7. Delivering to our Distribution Centres

7.6 What are our requirements for your vehicles and trailers?

You must ensure that all your delivery vehicles and trailers are:

- Licensed, taxed, tested and fully compliant with all current road traffic and EU emissions regulations.
- Fit for purpose.
- Fitted with reversing sounders.
- Fitted with lights, indicators, lenses and mirrors that are in a good state of repair.

In addition, your trailers must:

- Be sound, dry, and free from grease, oil and tripping hazards.
- Have sheets and covers that are free from holes.
- Have enough anchorage points of adequate strength to which the restraining equipment can be attached, to secure the load.
- Have the required pins, goal posts and stanchions, according to the type of load.

Please note, our Distribution Centres and stores are set up to primarily receive supplier stock on vehicles that can be off-loaded from both sides.

Containers and other vehicle types with rear door access only, can be accommodated , but should be specifically referred to when making your booking.

If you have any questions on whether a specific vehicle type can be accepted, you must clarify this when requesting a booking slot.

7.7 What delivery documentation do we require?

Delivery Notes

We require a Delivery Note for all our deliveries. This must be written in English and include the following information:

- Booking reference number.
- Supplier name and contact details.
- Haulier name and address.
- Warehouse delivery address.
- Your Wickes PO number.
- Delivery date as shown on the PO.
- Wickes product codes/SKUs.
- Supplier product codes.
- Full Wickes product descriptions.
- Quantity ordered for each SKU (unit type must be the same as shown on the PO).
- Quantity delivered for each SKU (unit type must be the same as shown on the PO).
- Total quantity of pallets and cartons delivered. Please note that you need to declare the total number of individual pallets and not the ‘stack’ quantity.
- EAN13 barcode or retail code for each SKU.
- The date when the balance of any partially- fulfilled order will be delivered. This only applies to businesses that allow part orders, so please check with your commercial contact if you’re not sure.

When timber or joinery product(s) are supplied, your Delivery Note must identify these clearly and also include full and correct details of your FSC or PEFC certification claims for each item.

Please email a copy of your Delivery Note to the receiving warehouse at least 24 hours before your vehicle arrives, in case your paperwork gets lost during transit.

Back to contents

Stay Safe.

7. Delivering to our Distribution Centres

Safety data sheets

Please provide these on first delivery for all products you are delivering that require safety data sheets and email electronic versions to staysafe@wickes.co.uk

7.8 What are our requirements for container deliveries?

Please note that we can not accept container deliveries that require handballing, unless we have agreed otherwise with you.

Your products must be secured by safety nets or straps, or a removable airbag to keep the load away from the container doors. This helps to avoid any safety risk when the doors are opened.

All container deliveries must comply with import regulations and any security seals must be intact and checked by the receiving distribution depot against their paperwork.

7.9 What are our requirements for cross-docking?

We ask you to comply with the Cross-Docking Requirements. All cross-docking deliveries to be agreed with your Supply Chain Contact.

7.10 What are our requirements for stock presentation?

Pallets Specification

You must only use pallets that meet the specifications of Wickes business, unless you have agreed in advance with the receiving warehouse to use alternative pallets.

Our general pallet specifications are:

- Cheps, GKN Cheps, IPP
- Grade B, full perimeter base
- 1200mm (d) x 1000mm(w) x 1200mm (h)
- 1 tonne+ lift
- Please see our Pallet Height & Weight Requirements for further details of pallet height and weight limits for our various warehouses.

For any pallets that are not 1200mm x 1000mm, these must have a full perimeter base. Any variation to standard must be agreed by the individual warehouses.

Wickes has entered into a relationship with CHEP to use their pallet pooling system in our network. This means that we have made the decision to implement a pallet quality standard throughout our operations, and that a CHEP pallet (or equivalent) represents our required quality specifications.

Back to contents

Stay Safe.

7. Delivering to our Distribution Centres

The pooled pallet system has several important advantages over our previous system. The pallets are produced to a much higher standard so they can support better load integrity, offer better product protection and, most importantly, are safer to use in our Supply Chain. They have also environmentally friendly, which helps improve our carbon footprint. Finally, and most significantly, the new system is typically more economical for the supplier as the cost of a single trip pallet is generally higher than the cost of using pooled pallets. Your Product Manager can give details on how to contact Chep directly, so you can find out more about the pooled pallet system and how it works.

Requirements for further details of pallet height and weight limits for our various warehouses

Your pallets must be signed off by the receiving store or warehouse in advance of any delivery. If your product requires a different standard of pallet, please ask your commercial contact to give you the pallet specifications for the particular business you are working with.

Condition

Your pallets must be undamaged and dry.

Stacking

Your pallets must be securely shrink wrapped or stretch wrapped and stable, with no products overhanging the base of the pallet. Please note that you will be charged for any re-stacking rework that our staff have to carry out on your delivery. Your pallets can be double stacked during transit, provided the stack is completely safe and the products don't get damaged.

Height and weight

The height and weight of the palletised products (including the pallet itself) must not exceed the maximum tolerance for the receiving warehouse. Our warehouses have different restrictions due to differences in the racking type, so please check the Pallet Height & Weight Requirements for each warehouse you are delivering to.

Ti-Hi

The number of cartons per layer and the number of layers per pallet must match the product attribute data sent to our Data Quality team. The number of layers must not breach the height restrictions of the receiving warehouse.

Full pallet quantities

Please deliver full pallets whenever possible.

Mixed SKU pallets

Please try to avoid delivering mixed SKU pallets. Where it is necessary to supply mixed pallets (e.g. small items or to complete the balance of a part order etc), please make sure that each product outer or carton is clearly labelled and that each product type is divided by cardboard or pallets. Please note we can only accept up to 5 products on a pallet. A label must also be applied to the pallet stating that it's a 'Mixed Pallet'. Cartons containing the same SKU must also be kept together on the same pallet(s).

Packing list

Please make sure there is a full packing list for each pallet with the driver. It is a huge help to us if the information shown on your packing list runs in the same sequence as the PO that we raised with you.

Back to contents

Stay Safe.

7. Delivering to our Distribution Centres

Pallet labels

Each pallet should be labelled on all 4 sides. To make sure all labels are correctly positioned, please give some thought to how we will receive, store and pick your products.

- Delivery site
- Supplier name
- Wickes PO number
- Supplier Delivery Note number
- Wickes SKU
- Wickes Product description
- Pallet gross weight
- Total pallets for delivery
- Barcode - retail or Wickes barcode
- Adequate warning, where applicable

Please refer to Appendix 12 - Supplying Products into our Distribution Centres for labelling templates and labelling requirements

Pallet returns policy

Please speak to your commercial contact about this.

Stillages

If you deliver to us using stillages, these must be undamaged and fit for purpose (solid construction).

Your products should be stable, neatly stacked, securely held on the stillage and not overhanging it. Please add clearly visible labels to the sides and top of each stillage.

Cartons

Please follow these rules for carton deliveries.

- Your products must be undamaged and securely protected within the cartons
- Please add clearly visible labels to all sides each carton showing the SKU number, product description and unit quantity
- We can't accept cartons containing mixed products. These will always be rejected
- Please add a suitable warning label to any cartons weighing more than 15kg.

Oversize products

Oversize products are defined as those that are too large or too long to fit onto a standard UK pallet (1,200mm x 1,000mm). Before making your first delivery of oversize products to us, you will need to obtain approval for your intended delivery equipment (e.g. large pallets) from our Supply Chain Contact. Our warehouse will need to evaluate your equipment before we can give approval. Oversize products should only be delivered on pallets which have sufficient dimensions to prevent any product overhang and that have a full perimeter base.

Back to contents

Stay Safe.

7. Delivering to our Distribution Centres

Label information

Please include the following information when labelling your stock:

- Your supplier name
- The SKU or product code
- Product description
- On your POD (packing list)
- Number of items per pallet, carton etc
- Pallet weight
- EAN13 barcode or retail code
- Hazardous goods labelling (if applicable)
- FSC or PEFC labelling (if applicable)
- Expiry date (or production date and shelf life)

Re-working

Please note that you will be recharged for the cost of any rework that we have to carry out on your deliveries.

7.11 What happens if there are discrepancies?

A discrepancy occurs when the type or quantity of products that you deliver to us doesn't match the details on your POD (packing list). Our Distribution Teams will check for and notify any discrepancies during the receiving check. This could take place at any time after your delivery has arrived. It is in your interests to avoid discrepancies as these can cause your payment to be delayed. This is because we can not authorise your payment until your invoice shows an exact match with the type and quantity of products that you have delivered to us.

If you know in advance that there will be discrepancies in your delivery, please discuss these with your Supply Chain Contact and Distribution Team and agree on a course of action before delivery takes place. Please note that deliveries containing unknown discrepancies may be rejected. In case of discrepancy you may incur a charge, please see the Appendix 1 - Supply & Distribution Levies.

Shortages and overs

Any shortages identified by us will be reflected in any payment made to you. If you deliver more products than we ordered, we will record and may return any excess stock that is over the quantities ordered at your cost and risk. You must collect the excess products when requested.

7.12 How do we measure your delivery performance?

We measure your delivery performance for each SKU by applying the percentage of the total number of order lines received at the correct delivery address that are delivered:

- In a single delivery on the date that the order is due
- In the full order line quantity, and
- Meeting all the required presentation and quality standards.

It is important to note that we require the full quantity ordered to be delivered on the due date as stated on the PO. We also need you to adhere to the timed booking slots that are allocated by our stores and warehouses. Your delivery performance will be recorded and we will share this information with you so you can make any necessary improvements. Please note that your company will incur Supply & Distribution Levies - Appendix 1, if you don't meet our delivery requirements.

7. Delivering to our Distribution Centres

7.13 When will we refuse your delivery?

We may refuse your delivery if:

- The quantity of pallets, totes or cartons delivered to us does not match the quantity stated on the Delivery Note (allowing for known discrepancies that you've agreed with our Supply Chain Analyst)
- It is clear before unloading starts that the goods are damaged or wet
- The delivery arrives outside the agreed delivery time slot
- Your vehicle is considered unsafe to unload.
- The PO numbers on your delivery paperwork do not match those that we were expecting
- Any date-sensitive products have less than 80% of their shelf-life remaining
- Your driver is in breach of our site rules.
- The delivery documentation is missing or incorrect.
- The products or packaging do match the specifications approved by our Quality and Compliance team
- The labels are incorrect or the barcodes can not be scanned
- Your stock presentation does not meet the standards we require as set out above, or is different to that set out in our Trading Agreement/Supplier Contract

Please also note the following:

- We can not accept any charges from your company if we refuse your delivery
- If we refuse your products at the point of delivery, they must go back on the same vehicle
- It is your responsibility to re-book refused deliveries within 48 hours of the original delivery slot
- We will raise a Supply and Distribution levy if we have to refuse your delivery

7.14 How do you arrange backhauls?

Suppliers who currently use Wickes transport fleet to collect goods instead of delivering themselves or through third party haulage, known as backhaul, must arrange it through our Wickes transport portal. To book a backhaul collection access Wickes Supplier Backhaul - Booking Request, we will email you collection acknowledgement.

Link to portal: https://docs.google.com/forms/d/16NJQFYJ5lCExZSLLR8Hg-sD4wkuKyvw0hKTlRpFNYaQ/edit

When collecting from you, please note that:

- Our drivers can not take stock that is damaged, badly stacked or packed onto damaged pallets
- Your delivery documentation must be correct and accurate at the time of collection
- Your stock must be ready for collection at the agreed time
- The vehicle must be loaded to our driver's satisfaction.
- We will need you to assist in strapping the load.

Contact our Distribution Centres

You will find our **Warehouse Contact Details** in Appendix 12 - Supplying Products into our Distribution Centres.

Back to contents

Stay Safe.

8. Delivering to our Stores

8.1 What do we expect from our new suppliers?

Please ask your commercial contact for information about vehicle accessibility and risk assessments at each of the distribution centres or stores you will be delivering to. We will provide a file summarising the safe approach to each store, but if any of the sites have access issues, you will need to visit these locations before making your first delivery. If you use third party distributors and/or couriers, please make sure that they are aware of our delivery requirements as outlined in this manual, as we will expect them to meet these requirements. Please note that you are still responsible for deliveries to our distribution centres and stores even if you use a third party distributor.

8.2 How do you book in a delivery?

You, or your third party distributor, must contact the store to which you are delivering before making your first delivery. This is to make sure you or your distributor fully understand the local parking and delivery restrictions, the store's opening hours, and to ascertain whether any specialist handling equipment is needed to receive your delivery.

You or your third party distributor must also give your contact details to the store in advance, so that you can be contacted about any delivery issues.

Please note that it is essential for all deliveries with lorries or bulk loads, to be booked in advance, to make sure a banksman and appropriate manual handling equipment are available at the time of delivery. Please book in these deliveries as soon as possible after receiving our Purchase Order (PO). We reserve the right not to accept vehicles without booking slots where a banksman or qualified forklift truck driver isn't available.

Please give us the following information when booking in your delivery:

- Supplier name
- Supplier number
- Contact details (name, address, phone number and email address)
- Requested delivery date and time
- PO number
- PO delivery date
- Name of haulier
- Delivery vehicle type (e.g. curtain-sided, rear unload van, container, courier etc)
- Name and address of the receiving branch / store
- Total quantity ordered
- Delivery equipment type (pallets, cartons, banded products and bulk)
- Details of any missing items and when they'll be delivered

Please note that we reserve the right to rearrange your delivery booking with at least 24 hours' notice.

Non Conformance

At Wickes, we undertake a variety of inspection activities to identify non conforming products. The specific activities that we carry out depend on a product's supply route and branding.

We use sampling plans from BS 6001, ISO 2859 for our inspection activities. Products with critical defects will always be rejected. However, products with major or minor defects will only be rejected if the quantity of defective goods exceeds an AQL of 1.5 or 2.5 for major defects and 4.0 for minor defects.

Back to contents

Stay Safe.

8. Delivering to our Stores

8.3 What should you do if your delivery is delayed?

If your delivery is going to be late, please contact the store in question. The Store Manager will decide whether the load can be accepted or if it needs to be rescheduled. Please note that we can not accept any costs that you might incur for waiting time or where a delivery has to be rescheduled.

8.4 What do we expect from your drivers?

Stay Safe

It is mandatory that your drivers fully comply with our health and safety requirements. This includes wearing the required PPE.

Legal requirements

It is your responsibility, (and that of your third party contractors) to make sure your drivers comply with all relevant legal requirements. In particular, only ADR qualified drivers can deliver dangerous goods to our sites. Any drivers delivering hazardous goods must remain with their vehicles at all times. They must also have access to spill kits and be trained to use them.

Please see below website address for the government's guide to the international regulations on the transportation of dangerous goods by air, sea, road, rail or inland waterway.

https://www.gov.uk/guidance/moving-dangerous-goods

Site rules

Your drivers must comply with our site rules and cooperate fully with our colleagues. Your drivers will be given clear instructions or a copy of the site rules when they arrive at the store.

Drivers are not allowed to climb onto an open vehicle bed unless they have:

- Written confirmation of their safe working procedure from the Wickes Health and Safety Team, or
- An approved permit to work, which will only be granted in exceptional circumstances. In such cases, a permit will be agreed by the driver and the branch or store before unloading takes place.

Please make sure your drivers always check the specific requirements of the site where they are making a delivery.

Behaviour

We will not tolerate your delivery drivers making personal, racial, sexual or discriminatory remarks about another person, under any circumstances. Please note that your drivers will be banned from our sites if they exhibit any poor behaviour towards our colleagues.

Back to contents

Stay Safe.

8. Delivering to our Stores

Non English speaking drivers

We welcome drivers of all nationalities to our sites. However, we do ask that drivers have at least a basic understanding of English. If you are planning to use drivers who only have basic English skills, please provide us with contact details of a fluent English speaker within your company. This person(s) must be available to communicate our more detailed requirements to any such driver.

Other points to note

- Smoking is strictly prohibited on all Wickes sites.
- Your drivers can only enter our sites under supervision by our authorised staff and they must comply with our security procedures at all times.
- Your drivers can not bring any item sold by Wickes onto our sites, either on their person or in their vehicle, unless they have the purchase receipt or delivery paperwork to hand.
- Your drivers must not use their mobile phones whilst driving on our property.

Please note that if your drivers do not meet all the above requirements, they will be banned from our sites.

8.5 What are our requirements for your vehicles and trailers?

All your delivery vehicles and trailers must be:

- Licensed, taxed, tested and fully compliant with all current road traffic and EU emissions regulations.
- Fit for purpose.
- Able to access the unloading area of the branch or store where you are delivering.

Please note that container deliveries can only be accepted at the some of our stores. So please check with your commercial contact about the specific requirements in advance.

Back to contents

Stay Safe.

8. Delivering to our Stores

8.6 What delivery documentation do we require?

Delivery Notes

We require a Delivery Note for all our deliveries. This must be written in English and include the following information:

- Booking reference number.
- Supplier name and contact details.
- Haulier name and address.
- Store delivery address.
- Store code (this is essential as some towns/cities have multiple stores).
- Your Wickes PO number.
- Delivery date as shown on the PO.
- Wickes product codes/SKUs.
- Supplier product codes.
- Full product descriptions.
- Quantity ordered for each SKU (unit type must be the same as shown on the PO).
- Quantity delivered for each SKU (unit type must be the same as shown on the PO).
- Total quantity of pallets and cartons delivered.

Please note that you need to declare the total number of individual pallets and not the 'stack' quantity.

- EAN13 barcode or retail code for each SKU.
- The date when the balance of any partially- fulfilled order will be delivered. This only applies to businesses that allow part orders, so please check with your commercial contact if you are not sure.

When timber or joinery product(s) are supplied, your Delivery Note must identify these clearly and also include full and correct details of your FSC or PEFC certification claims for each item.

Safety Data Sheets

Please provide these on first delivery for all products you are delivering that have an SDS.

8.7 What are our requirements for stock presentation?

General notes

You must not combine two or more Purchase Orders on a single delivery unless you have agreed otherwise with the Store Manager. For safety reasons, you must ensure your stock is accessible from ground level so no one needs to get on the back of the trailer or climb into the vehicle bed.

Pallets specification.

You must only use pallets that meet the specifications of the Wickes business, unless you have agreed in advance with the receiving warehouse to use alternative pallets. Our general pallet specifications are:

- Grade B, full perimeter base
- 1200mm x 1000mm
- 1 tonne+ lift
- Please see our Pallet Height & Weight Requirements for further details of pallet height and weight limits for our various warehouses.

For any pallets that are not 1200mm x 1000mm, these must have a full perimeter base. Your pallets must be signed off by the receiving store in advance of any delivery. If your product requires a different standard of pallet, please ask your commercial contact to give you the pallet specifications.

Condition

Your pallets must be undamaged and dry.

Back to contents

Stay Safe.

8. Delivering to our Stores

Stacking

Your pallets must be securely shrink wrapped and stable, with no products overhanging the base of the pallet. Please note that you will be charged for any re-stacking rework that our staff have to carry out on your delivery. Your pallets can be double stacked during transit, provided the stack is completely safe and the products do not get damaged.

Height and weight

The height and weight of the palletised products (including the pallet itself) must not exceed the maximum tolerance for the receiving store. Please liaise with your commercial contact to check the individual requirements for each store you are delivering to, as there will be restrictions and variations in the off-loading equipment that's available.

Ti-Hi

The number of cartons per layer and the number of layers per pallet must match the product attribute data sent to our Data Quality team. The number of layers must not breach the height restrictions of the receiving branch or store.

Full pallet quantities

Please deliver full pallets whenever possible.

Mixed SKU pallets

Please try to avoid delivering mixed SKU pallets. Where it is necessary to supply mixed pallets (e.g. small items or to complete the balance of a part order etc). Please make sure that each product outer or carton is clearly labelled and that each product type is divided by cardboard or pallets. A label must also be applied to the pallet stating that it's a 'Mixed Pallet'. Cartons containing the same SKU must also be kept together on the same pallet(s).

Packing list

Please make sure there is a full packing list for each pallet, either with the driver or attached to the first pallet. It is a huge help to us if the information shown on your packing list runs in the same sequence as the PO that we raised with you. Please highlight on your paperwork where a 'part order' has been delivered.

Pallet labels

Each pallet should be labelled on the sides and top. The labels must be clearly visible and include the following information:

- Supplier name
- PO number
- A working barcode
- Adequate warnings where required, e.g. for heavy, fragile, chemical, goods etc
- Delivery Note number
- Product code
- Product description
- Quantity of each product on the pallet
- If applicable, a label stating that the pallet is a 'Mixed Pallet'
- Expiry date (or production date and shelf life)
- Labelling must contain relevant classifications or certification information, e.g. FSC or PEFC, where applicable
- Pallet weight

Pallet returns policy

Please speak to your commercial contact about this.

Back to contents

8. Delivering to our Stores

Stillages

If you deliver to us using stillages, these must be undamaged and fit for purpose (solid construction).

Your products should be stable, neatly stacked, securely held on the stillage and not overhanging it. Please add clearly visible labels to the sides and top of each stillage.

Cartons

You must follow these rules for carton deliveries.

- Your products must be undamaged and securely protected within the cartons.
- Please add clearly visible labels to the sides and top of each carton showing the SKU number, product description and unit quantity.
- We cannot accept cartons containing mixed products, these will always be rejected.
- Please add a suitable warning label to any cartons weighing more than 15kg.

Non-palletised products (e.g. bricks, aggregate blocks, timber etc)

These must be:

- Undamaged
- Stable and securely banded
- Packed in standard pack sizes/quantities

Aggregates (Bulk)

You must only use single trip bulk bags that are certified to BS EN ISO 21898 standard, unless we have agreed otherwise with you. Your bags must be sourced from Wickes' preferred suppliers. If you use other bags, please make sure that these are independently tested against BS EN ISO 21898 at least once a year.

Linear products (tubes and pipes)

Please deliver tubes using delivery equipment (e.g. pallets, stillages etc) that will allow the stock to be unloaded using the appropriate manual handling equipment. Your delivery equipment must be approved in advance by the receiving branch or store and our **Central Stay Safe Support Team.**

We also require that:

- All deliveries of linear products are made on flat bed trailers, complete with side pins where volume demands.
- All loads are fully sheeted. Please note that we will refuse the delivery if your vehicle arrives un-sheeted

The products are:

- Separated by horizontal and vertical bearers between each layer
- Externally varnished and colour banded at each end
- Supplied in lengths as per our PO, but any product longer than a standard pallet length needs to be agreed in advance via your commercial contact to ensure it can be safely handled.
- Tubes are supplied in bundles, to the weight specified in our PO, with a maximum weight of 2 tonnes.

Oversize products

Oversize products are defined as those that are too large or too long to fit onto a standard UK pallet (1,200mm x 1,000mm). Before making your first delivery of oversize products to us, you will need to obtain approval for your intended delivery equipment (e.g. large pallets) from our Supply Chain Contract. Our stores will need to evaluate your equipment before we can give approval.

Back to contents

8. Delivering to our Stores

Label information

Please include the following information when labelling your stock:

- Your supplier name
- The SKU or product code
- Product description
- PO number
- Number of items per pallet, carton etc
- Pallet weight
- EAN13 barcode or retail code
- Hazardous goods labelling (if applicable)
- FSC or PEFC labelling (if applicable)
- Expiry date (or production date and shelf life)

Re-working

Please note that you will be recharged for the cost of any rework that we have to carry out on your deliveries.

8.8 What happens if there are discrepancies?

A discrepancy occurs when the type or quantity of products that you deliver to us does not match the details on your PO. Our Goods In team will check for and notify any discrepancies during the receiving check. This could take place at any time after your delivery has arrived. It is in your interests to avoid discrepancies as these can cause your payment to be delayed. This is because we cannot authorise your payment until your invoice shows an exact match with the type and quantity of products that you have delivered to us. If you know in advance that there will be discrepancies in your delivery, please discuss these with your Supply Chain Contract and agree on a course of action before delivery takes place. Please note that deliveries containing unknown discrepancies may be refused.

Shortages and overs

Any shortages identified by us will be reflected in any payment made to you. If you deliver more products that we ordered, we will record and return any excess stock that's over the quantities ordered. You must collect the excess products if so requested.

8.9 How do we measure your delivery performance?

We measure your delivery performance for each SKU by applying the percentage of the total number of order lines received at the correct delivery address that are delivered:

- In a single delivery on the date that the order is due
- In the full order line quantity
- Meeting all the required presentation and quality standards.

It is important to note that we require the full quantity ordered to be delivered on the due date as stated on the PO. We also need you to adhere to the timed booking slots that are allocated by our stores.

Your delivery performance will be recorded and we will share this information with you so you can make any necessary improvements. Please note that your company will incur Supply and Distribution levies if you don't meet our delivery requirements.

Back to contents

Stay Safe.

8. Delivering to our Stores

8.10 When will we refuse your delivery?

We may refuse your delivery if:

- The quantity of pallets, totes or cartons delivered to us does not match the quantity stated on the Delivery Note (allowing for known discrepancies that you've agreed with our Supply Chain Contract).
- It's clear before unloading starts that the goods are damaged or wet.
- The delivery arrives outside the agreed delivery time slot.
- Your vehicle is considered unsafe to unload.
- The PO numbers on your delivery paperwork don't match those that we were expecting.
- Any date-sensitive products have less than 80% of their shelf-life remaining.
- Your driver is in breach of our site rules.
- The delivery documentation is missing or incorrect.
- The products or packaging don't match the specifications approved by our Quality and Compliance Team.
- The labels are incorrect or the barcodes can not be scanned.
- Your stock presentation does not meet the standards we require as set out above, or is different to that set out in our Trading Agreement/Supplier Contract.
- A banksman and/or qualified forklift driver isn't available to unload the vehicle, where this is required.

Please also note the following:

- We can not accept any charges from your company if we refuse your delivery.
- If we refuse your products at the point of delivery, they must go back on the same vehicle.
- It is your responsibility to re-book refused deliveries within 48 hours of the original delivery slot.
- We will raise a Supply and Distribution levies if we have to refuse your delivery.

8.11 How do you arrange backhauls?

You may be able to use the Wickes Transport Fleet to collect your goods instead of delivering them yourself or through a third party distributor. This is known as a backhaul. To book in a backhaul, please speak to your commercial contact, who will make the necessary arrangements with our Transport department.

When collecting from you, please note that:

- Our drivers can not take stock that is damaged, badly stacked or packed onto damaged pallets.
- Your delivery documentation must be correct and accurate at the time of collection.
- Your stock must be ready for collection at the agreed time.
- The vehicle must be loaded to our driver's satisfaction.
- We will need you to assist in strapping the load.

All backhaul requests will be looked at on an individual basis in accordance with any Wickes agreements to find the best solution for parties concerned.

8.12 How can you contact our distribution centres and stores?

You can access all store information through our website;

https://www.wickes.co.uk/store-finder

Back to contents

Stay Safe.

9. Delivering to our Customers

9.1 Who are our customers?

Wickes customers fall into three categories: individual consumers, businesses and building companies or contractors. The customer's category will define the nature of your delivery:

- Delivering to individual consumers means making deliveries to their homes.
- Delivering to businesses means making deliveries to their company premises.
- Delivering to building companies or contractors may involve making deliveries to building sites, where you and your drivers will need to comply with the site rules that are in operation.

9.2 What do we expect from our suppliers?

When delivering directly to our customers, we ask you to offer the highest standards of service and customer care at all times. If you use third party distributors and/or couriers, please make sure that they are aware of our delivery requirements and customer service standards as outlined in this manual, as we will expect them to meet these requirements. Please note that you are still responsible for deliveries to our customers even if you use a third party distributor. You must have adequate insurance in place to cover any losses arising from damage or injuries caused by your drivers when making deliveries to our customers. Please note that your company will be held responsible for any personal injury or property damage and service failure claims relating to the delivery of your products to our customers.

SLA

This agreement covers returned faulty items or items that are found to not meet our agreed specifications. Please note that all costs and expenses associated with faults or items not to the specification set will be reclaimed from the supplier.

Back to contents

Stay Safe.

9. Delivering to our Customers

9.3 How do you arrange a delivery?

When you are arranging a delivery to our customer you must:

- Agree a service level time frame for the delivery with your commercial contact or ordering store. You or your third party distributor should then contact the customer to arrange a convenient delivery slot within this time frame.
- Deliver the order within the agreed lead time. You must tell us straight away if the customer asks for the delivery to be made outside this lead time.
- Give the customer a booking reference number when arranging the delivery. The same number must appear on your Delivery Note.
- Check with the local branch, store or call centre about any specific parking or delivery restrictions at the customer delivery location and whether the customer needs any specialist manual handling equipment to receive the delivery.
- Check whether the customer has any specific safety requirements over and above those outlined in the Wickes Stay Safe for Suppliers Guide.
- Agree a safe location at the customer's home, company premises or site where the delivery can be left. Your method of delivery must be agreed with your commercial contact.
- Provide us with your or your third party distributor's contact details so we can let you know about any changes to the delivery time or location.
- Send our ordering store or call centre a schedule of your deliveries to our customers for the coming week (Monday to Sunday), by 5:30pm on the previous Friday. Any changes, failures or new delivery details must be communicated with good notice.
- Contact our customer to provide a pre-delivery confirmation before making your delivery. Please agree the time-frame for the pre-delivery confirmation with your commercial contact or ordering store before making your first delivery to a customer.

Back to contents

9. Delivering to our Customers



9.4 How do you care for our customers?

Please follow these guidelines when delivering to our customers;

If your delivery is going to be late, you must make sure you tell the customer and agree a new delivery time with them. You can either contact them directly or through the ordering store. If applicable, it is important that our call centres are told in advance about any delivery failures and the reasons for these, and informed of the newly-scheduled delivery date.

Please note that your drivers must not let our customers help unload any deliveries made to a home address. You must also make sure that you have a suitable means of offloading your product at a delivery point at the agreed customer location that doesn't put the customer at risk.

If our customer or their representative is not available to receive the delivery at the agreed time and place, your driver should aim to deliver to an alternative address(es) as set out in the customer's instructions on the delivery documentation or contact the ordering store for further instructions before leaving the location.

Your driver must leave a card at the original delivery address to tell the customer what's happened, and also provide a contact phone number so the customer can arrange an alternative delivery date and time if necessary. This redelivery should be actioned in the following 48 hours after the failed delivery.

It is essential for you to make sure that your delivery on the customer-agreed delivery date is 100% complete and damage-free. Part or short deliveries can only be made at the customer's specific request and if you have told the store or call centre about this arrangement before the delivery is made.

Please make sure that our customer is given the opportunity to fully inspect your delivery for quality and completeness before signing for it. If this is not possible, your driver should ask the customer to sign for the goods as 'unchecked', for future records.

Back to contents

Stay Safe.

9. Delivering to our Customers

9.5 What do we expect from your drivers?

Stay Safe

You must ensure that your drivers fully comply with our Stay Safe for Suppliers Guide. This includes wearing the required PPE. You must make suitable arrangements to support any drivers delivering heavy items weighing more than 15kg.

Legal requirements

It is your responsibility, and that of your third party contractors, to make sure your drivers comply with all relevant legal requirements. In particular, only use drivers who are qualified to deliver dangerous goods when delivering hazardous products. Any drivers delivering hazardous goods must remain with their vehicles at all times. They must also have access to spill kits and be trained to use them.

Please see below website address for the government's guide to the international regulations on the transportation of dangerous goods by air, sea, road, rail or inland waterway.

https://www.gov.uk/guidance/moving-dangerous-goods

Appearance

Please make sure that your drivers maintain a smart appearance and carry appropriate identification.

Behaviour

Your drivers must act in a professional manner and treat our customers with courtesy at all times. They should cooperate fully with any reasonable requests made by our customers, as long as these requests don't breach any Stay Safe or legal requirements, or lead to potential property damage. Any customer complaints or disputes about driver behaviour should be communicated to the relevant store or our call centre at the time of the complaint.

Site rules

We expect your drivers to fully comply with the site rules in operation at our customers' premises and building sites. Your drivers are strictly forbidden to smoke on our customers' property.

Communication

Your drivers must speak English to a good standard so they can communicate effectively with our customers. Your drivers should have access to a mobile phone so they can receive any new instructions whilst on the road. However, they must never use their mobile phone whilst driving. We will ask you to stop using any driver that fails to meet any of our requirements when making deliveries to our customers.

Back to contents

9. Delivering to our Customers



9.6 What are our requirements for your vehicles?

All your delivery vehicles must be:

- Licensed, taxed, tested and compliant with all current road traffic and EU emissions regulations.
- Fit for the purpose of delivering the goods ordered to the specified location in a safe and undamaged condition.
- Fitted with tail lifts and/or other such unloading aids or equipment, as required by the specific customer and load requirements.
- Compliant with all other reasonable standards and/or requirements, as required by the specific customer and delivery location. You must make sure that the size of the vehicle being used takes into account any size or access restrictions that apply to the customer's delivery address.

9.7 What delivery documentation do we require?

All our deliveries require a Delivery Note that must be written in English and contain the following information:

- Booking reference number
- Supplier name and contact details
- Haulier or courier's name and address
- Customer's name and delivery address
- Alternative delivery address(es) and instructions
- Wickes Purchase Order (PO) number
- Delivery date
- Product code or SKU and description
- Quantity ordered for each SKU (unit type must be the same as shown on the PO)
- Quantity delivered for each SKU (unit type must be the same as shown on the PO)
- The date when the balance of any partially fulfilled order will be delivered. Part orders are only accepted if there has been prior agreement from the customer.

When timber or joinery product(s) are supplied, your Delivery Note must identify these clearly and also include full and correct details of your FSC or PEFC certification claims for each item. For each delivery, our customer or their representative must sign and print their name on the Delivery Note as proof of delivery. Your driver must leave one copy of the Delivery Note with the customer for their records. Other copies should be sent to relevant departments within our business, as advised by your commercial contact.

Back to contents

Stay Safe.

9. Delivering to our Customers

9.8 What happens if there are discrepancies?

A discrepancy occurs when the type, condition or quantity of products that are delivered does not match what the customer ordered. Your driver must make sure that any known shortages or damages are recorded on the Delivery Note before leaving the customer's premises, and that this information is communicated to the distribution centre, store or call centre on the day of delivery.

It is in your interests to avoid discrepancies as these can cause your payment to be delayed. This is because we can not authorise your payment until we have all the necessary paperwork to show exactly what was delivered.

Please tell us about any discrepancies within 48 hours by sending us a Discrepancy Advice and communicating with us verbally as soon as possible, as our customers need this information on the day of the failed delivery.

Post-delivery failure

If our customer notifies you of any damages or shortages, please deal with the situation sensitively. You must immediately notify the branch, store or call centre to agree appropriate action.

9.9 How do we measure your delivery and service performance?

We measure your delivery performance by applying the On Time and In Full rule (OTIF). There are two key criteria that we ask you to meet:

- Punctuality. Please make sure your deliveries arrive within 30 minutes (before or after) of your agreed delivery time slot.
- Product quantity. We expect the customer to receive exactly the same amount of stock for each SKU as they ordered. Your delivery performance will be recorded in OTIF reports which we'll share with you so you can make any necessary improvements.

9.10 What happens if the customer has a problem with your product?

We aim to address any problems in the first 24 hours and we will notify you of any customer complaints about your products and/or service experience feedback that we consider to be valid. We expect to work with our suppliers to resolve any customer issues in a quick and timely manner. If the products have to be returned, you will be responsible for collecting them from our customer within seven days.

9.11 Who do you contact about customer deliveries?

Please speak to your commercial contact to agree the relevant business requirements.

10. Finance

10.1 What are our invoicing requirements?

Our invoicing requirements are straightforward and industry-standard. Following these simple guidelines will help you avoid any payment issues and make sure your company gets paid on time.

Invoices, credit notes and statements

- Each invoice or credit note must only refer to a single Purchase Order (PO) number.
- Please send us one invoice for each delivery.

You must include the following information on every invoice you send us:

- Invoice number and date
- Purchase Order (PO) number or four digit Cost Centre number
- Delivery Note number
- Name and address of the delivery location
- Details of the goods
- Quantity and agreed unit price
- Net cost value
- VAT value
- Gross invoice total.

Please send us a monthly statement of account summarising all your outstanding invoices and credit notes.

Please send all your invoices, credit notes and statements to this address: **invoices.AP@wickes.co.uk**

If you have any queries on outstanding invoices or credit notes, please speak to your commercial contact in the first instance.

EDI invoices

If you send us invoices by EDI, please make sure these comply with the required format as outlined in our Purchase Invoice Standards document.

10.2 Supply and Distribution Levies

Supply and Distribution levies are deducted directly. For more information please review Appendix 1 - Supply and Distribution Levies..

10. Finance

10.3 What kind of issues can delay payments to suppliers?

There are three main reasons why your payment might be delayed.

Wrong or missing information on the invoice

If your invoice doesn't include all the information we need, or includes incorrect details, then payment will be delayed. The invoice will be logged on our Purchase Ledger system, but we can't authorise your payment until we receive all the information we require, as listed above. As soon as you've provided the missing or correct details, your payment will be authorised.

Discrepancies

Your invoice will be put on hold if the details shown aren't an exact match with the products or services that we received from you, in terms of quantity, quality, price and fulfilment. Wickes doesn't operate a debit note system. Instead, a Discrepancy Advice (DA) will be raised and sent to you if there are inconsistencies between your invoice and what was actually delivered. The DA will explain why the invoice can't be paid and has been put on hold. When you send us a credit note to cover the discrepancy, your payment will be authorised.

Multiple PO numbers on a single invoice

Including more than one PO number on your invoice causes mismatching on our Purchase Ledger system. To avoid this, you must only include one PO number on each invoice you send us.

10.4 When will discounts be deducted?

We'll deduct any settlement discounts at the time we make payment to you.

10.5 Who can you contact with rebate enquiries?

Please email **rebates@wickes.co.uk** with your enquiry.

Email: **invoices.AP@wickes.co.uk**
accountspayable@wickes.co.uk

Back to contents

Stay Safe.