

Logistics Supplier Manual Service Level Agreement

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1.0 Introduction

The logistics function within TDF is responsible for the receipt and dispatch of products in a high volume environment, with a target to exceed all of our customer's expectations.

As a supplier of products to TDF, it is important for you to understand our operational requirements in order that our business objectives are achieved. These requirements will be mutually beneficial resulting in:

- Improved accuracy of booking in.
- Reduced unloading time.
- Reduced delivery-checking time.
- Reduced labeling (by using vendor's barcodes)
- Reduced Queries i.e. Damages, short ships etc.
- Earlier availability of products for sale to our customers.
- Earlier payment of Invoices to our suppliers.
- Earlier re-ordering of products from our suppliers.
- Use of unique EAN codes will improve the quality in our process flows.

The purpose of this manual is to provide all our suppliers with clear precise instructions of delivery expectations and service levels, which are becoming the standard throughout the industry.

We do not believe you will have any difficulty in meeting our expectations and our Logistics Inbound management will be pleased to give you guidance on any areas where your service levels to TDF may be improved.

It is therefore imperative that the contents of this manual are communicated to, and understood by, all appropriate personnel dealing with TDF deliveries.

It is the supplier's responsibility to ensure that any carrier making a delivery to TDF are aware and comply with these instructions.

2.0 Delivery Appointments

All delivery appointments (bookings) must be made at least **48 hours** in advance of the proposed delivery date **between 5 am and 12 Am**.

The supplier / carrier is required to contact the Logistics Booking Clerk for every delivery, even if it is consisting of only 1 unit before delivery can be performed quoting the following information:

- The suppliers name
- The carrier delivering the products
- The quantity of pallets / cartons to be delivered
- The preferred delivery date
- Information on full pallets or mixed pallet
- If possible, pre advice and / or delivery note

On confirmation of all the relevant information being received, **via our pre-alert form** the Booking Clerk will issue a unique booking reference and an agreed date and time for the delivery to be made. Suppliers should note that that confirmation of the booking is regarded as an undertaking that the products will be delivered in line with the agreement.

Delivery will only be accepted in case booking reference is available. Request for booking slot without acceptance notice is no reason for unloading the delivery.

An access can be granted to our Inbound delivery slots booking software (LOTRACO) in order to book an unloading slot – this slot will be submitted for approval of TDF.

Vendors must contact rdv.reception@techdata.fr to have granted access to LOTRACO

Inbound delivery slots booking software (LOTRACO)

Exceptions:

If after a booking has been made, the supplier wishes to amend the booking they must contact the booking clerk at least **48 hours before the planned delivery is due and this is submitted to approval.**

We appreciate that in certain circumstances a vehicle can be delayed en-route and is likely to be late for a booking. In such circumstances, it would be mutually beneficial for the supplier or carrier to contact us and advise us of the expected delay. Failure to do so may result in a considerable delay in the offloading of the vehicle, or in extreme circumstances the delivery may be refused, such as arriving more than 1 hour after the appointment or the slot. Being late might be a cause of unloading with a reschedule of the appointment

In the event of non-compliance with the delivery deadline announced by Supplier on the order confirmation:

- In case of any delay of delivery: TDF can modify or cancel the order. In this case, and if the late delivery is exclusively attributable to Supplier, TDF may invoice the Supplier any penalties required by the customers.
- In the event of early delivery, TDF can:
 - either demand postponement of the invoice;
 - or invoice Supplier for the logistics costs for the products being delivered previously to the scheduled date.

If delivery is fifteen (15) days late, TDF shall be entitled to refuse delivery.

3.0 Documentation

All deliveries must be accompanied by Delivery Notes. It is stressed that deliveries arriving without the correct documentation will be subject to refusal.

If documents are provided in a delivery box, this box must be marked (labeled) with the remark 'documents enclosed'.

TDF Inbound staffs are targeted to minimize the waiting time of vehicles and to process deliveries within a time scale. Compliance with the above will assist with achieving this.

The **minimum** detail of a delivery note **must** include:

- The **delivery address**.
- **All purchase order** numbers and **purchase order lines**.
- ***** The **supplier part** numbers or **material description** of goods delivered, and the quantity of each of them. *****
- We also prefer that the TDF **product identification numbers (SAP number)** are mentioned.
- The **suppliers** name and address.

We prefer that pallets contain pallet lists to ease our inbound process.

Delivery notes need to be delivered complete. Partial deliveries will be refused.

4.0 Pallet Requirements

To assist with the faster processing of deliveries, eliminate the re-palletizing of products and to comply with health and safety regulations it is requested that **ALL** deliveries are palletized in accordance with the following instructions, unless previously agreed with the Warehouse Manager.

The following is the absolute **minimum requirements** when delivering palletized products to TDF.

- All pallets must have standard dimensions of **80x120** and must be **self-carrying**.
- All Pallets must be **Standard 4 Way Entry**.
- The total weight of any single palletized load must not exceed **650 kg**.
- Under no circumstances must products **overhang the pallet**.
- Synthetic pallets are not allowed.
- ***** We will not accept pallets **originating out of Canada, China, Japan or the United States of America**, unless they are compliant with the **publication of the European Community dated March 31, 2001**. *****



Chipboard pallets *not accepted*



Plastic pallets *not accepted*

4.1 Pallet Height Restriction

In order to comply with our pallet racking configuration, there are limits to the height of any individual pallet. It should be noted that the maximum pallet height acceptable is **1.80 meters including the base**.

4.2 Pallet Wrapping

All palletized loads must be secured by the use of **clear shrink-wrap** or stretch wrap. This is for ease of counting and for checking for damages etc.

The wrap must be attached to one block of the pallet, securely wrapped and cover the entire load.

Pallets must be marked with a label indicating if it concerns a mixed pallet (different SKU's on one pallet) or with a label 'don't break down' in case it's a pallet with the standard quantity of one SKU.

5.0 Pallet Configuration

It is requested that all palletized products delivered into the TDF logistics facility conform to the following guidelines:

Bulk Pallets:

- Only one product per pallet.
- Each pallet must have a consistent number of products per pallet.

Mixed Product Pallets:

- One product per layer (where possible).
- Mixed product pallets must be layer stacked or column stacked by product.
- Articles must be consolidated on the same pallets and not been spread out on different pallets
- A 'mixed-pallet' label should be visible on the outside of these pallets.

It is stressed that these are the minimum delivery standards accepted. Deliveries falling below these standards may be subject to refusal.

The part numbers, EAN codes and serial numbers of the products on the pallets should be visibly available on the outside of the pallet.

1 SKU, ordered on 1 PO, cannot be stacked on multiple mixed pallets if the volume of the ordered quantity doesn't exceed 1 pallet.

5.1 Pallet pool

Even if the delivery is done on good quality Euro Pallets (80x120 cm), TDF is not able to return the same number of empty pallets

6.0 Cartons

Large quantities of cartons are received at the logistics facility daily. Lack of identification on the cartons can lead to considerable delays in the Inbound process. Similarly, too much information i.e. carrier labels etc., can slow down the Inbound process. It is requested that the following guidelines are adhered to wherever possible.

Each carton must be clearly labeled with the remark '**mixed carton**' in case it contains more than 1 SKU.

7.0 Vehicle Loading

In the interests of Safety, suppliers / carriers are requested to ensure that the loading of vehicles is such that that there is no endangerment to TDF staff or equipment used in the handling of deliveries.

By following the steps detailed below vehicles can be unloaded quickly and safely and accidents can be prevented. These steps are the minimum standards on which deliveries will be accepted at TDF logistics.

7.1 Vehicles

- **All vehicles must be unloadable at dock shelters with a loading bridge.**
- **It is not allowed to unload any truck out of the building, on the yard.**
- The vehicle floor must be well maintained and able to withstand an electric pallet truck with a minimum weight of **1,600kg** fully loaded.
- The vehicle floor must be clean and free from any obstructions.
- Securing straps must be allowed to hang freely, unless securing the load, the straps must be firmly attached to the trailer so they don't present a hazard to Inbound staff, or impede the unloading of the vehicle.



7.2 Pallet Loading

- The pallets must be able to be removed from the vehicle without obstruction or hazards to the Inbound staff.
- Where pallets are double stacked they must be secure and present no danger to Inbound staff upon unloading.
- In the case of 'multi drop' deliveries TDF deliveries must be clearly identified from other deliveries.

It is stressed that any delivery regarded as unsafe or presenting a hazard to Inbound staff, will be refused by the Inbound Shift Manager.

Loading must be done in a way that unloading with an electrical pallet jack is possible.

8.0 Loading Bay Safety

In line with TDF Safety procedures strict guidelines are adopted to ensure the safety of our Inbound staff whilst working on the Inbound docks.

Drivers are allowed to assist by the unloading of the truck under condition that they are under the supervision of a TDF employee. They need to wear safety shoes.

They are allowed to use manual devices. The use of mechanical or electrical driven devices is only allowed after showing the necessary licenses.

As a measure, **all drivers must enter the warehouse, wearing a safety jacket while unloading.**

NB: Drivers are not allowed to enter into the main operational area of the TDF building if not accompanied by authorized staff however **toilets, shower and restroom facilities are available close to the Inbound area.**

8.1 Security

All drivers must contact the security staff before entering the TDF site.

All vehicles and drivers leaving the site may be subject to a search, there are no exceptions to this rule. Any driver refusing to be searched may result in the particular carrier being refused entry to the site in the future.

8.2 Truck sealing

Truck seal numbers must be noticed on the CMR/delivery documents. The sealing must be checked first by security staff and second by a TDF staff member before it has been broken. The seal has to be broken by a TD employee.

If the seal number doesn't correspond with that on the delivery documents, or if it isn't properly attached on the truck, or broken before the control of the TDF staff, or if any other discrepancy concerning the seal is observed, this will be noticed on the delivery documents.

If there is any suspect of a 'security issue', the unloading can be delayed by an investigation of the TDF security staff.

9.0 Product Labeling and Bar Coding

Product Labeling:

TDF requires that **every product** be clearly marked with the **supplier part number** for each single unit. **Each SKU's must be identified with a unique EAN bar code.**

***** In the case of 're-pack' products i.e. 1 carton of 100 cables, **all 100 cables must display a supplier part number and EAN code as a barcode. Barcodes are mandatory here as we use a radio frequency system which checks the product on these codes.** It is not acceptable to label the outer carton only *****

TDF requires that **every master carton** must be clearly marked with the **supplier part number** for the single unit and the quantity per master carton.

Bar Codes:

***** TDF also requires that **every product** is **bar-coded**. Both EAN/UPC 39 and EAN/UPC 128 are acceptable and the barcode should be unique to the individual supplier part number and should be consistent with each subsequent delivery.*****

All barcodes should be of good quality and should be easily read by a hand held scanner.

Serial numbers:

If serial numbers are involved, they need to be on each product in barcode as well. TDF will scan every single serial number in their goods out department.

NB: Products that are delivered without the above will be subject to refusal.

EMPTY BOXES

Original boxes of products should not be used as 'empty boxes' to fill up pallets. Only blank boxes can be used when clearly identified by a label.

10.0 New Lines

New lines are an important part of the sales performance of TDF and any delays in the setting up of these due to inaccurate data being presented can adversely affect this performance.

Before the first delivery the following must be provided for each new line:

- The product description
- The suppliers product code
- Dimensions, height, depth and width in the orientation the product will be stacked on the pallet
- The weight of the single in kg's
- The number of single items in a case
- Hazardous product details if applicable, to include materials data sheet
- Use of additional part numbers or EAN codes must be clearly defined on the delivery notes and the products

11.0 Post Delivery Procedures

11.1. Contesting deadlines

Upon receipt of the Products, TDF shall inspect each delivery to check that the products correspond to those specified on the order and to identify any visible damage and an initial check of the delivery will be made at point of receipt for pallet quantities. All delivery documents will be signed for 'unchecked for quality, quantity and weight'.

Since the received products cannot be systematically inspected on the delivery date, objections for nonconformity of the products are receivable within ten (10) days from delivery. A subsequent detailed check will take place and discrepancies will be notified through GRN Inbound Admin, or through the purchasing department.

Any product that is damaged or not in conformity with the order may be returned to the supplier at the exclusive costs of the supplier (in particular the transport costs for returning the products to the supplier and/or the storage costs).

Supplier shall reimburse TDF all sums disbursed for the rejection of these products, within ten (10) working days of receiving the corresponding notification.

Products for return i.e. mis-ship, over ship, damage etc - Once an RMA number has been issued it is the responsibility of the supplier to arrange collection from TDF within 5 working days. If the products are not collected within this time scale TDF will arrange for a carrier to return the products and the supplier will be invoiced accordingly for the cost of carriage.

12.0 Working Patterns

TDF will provide details of our closures to our suppliers / carriers upfront in writing.

The warehouse will be closed every day from 12am to 5am. Unloading will not be possible in this timeframe. Deliveries (according to the provided slot) will be possible between 5 am and 12 am.

13.0 Monitoring for Improvement

Working in partnership with our suppliers can only be successful when we are both working to the standards agreed. This manual has been prepared to assist our suppliers in setting and maintaining delivery standards for deliveries to TDF.

TDF can routinely monitor the performance of each supplier / carrier delivering to our logistics facility. Suppliers / carriers can be regularly reviewed against previous levels of service and that of other suppliers / carriers and will be advised of the results of such monitoring, monitoring will include:

- On time deliveries
- Accurate delivery documentation
- Product labeling
- Product bar-coding
- Stocking goods on the trucks
- Missed booking slots
- Delivery accuracy
- Damages

TDF strongly advise suppliers / carriers to visit our logistics facility to familiarize themselves with our operation and to discuss any concerns.

Visits can be arranged through the Logistics Director (or Inbound Manager or Outbound Manager)

14.0 Delivery Address and Contacts

TECH DATA FRANCE
5, Avenue de l'Europe
77430 BUSSY SAINT GEORGES

Booking Mail:

rdv.reception@techdata.fr

Booking In slots

Phone :

+ 33 1 64 76 86 17

e-mail :

prealert@techdata.fr

Contacts

Inbound Shift Manager : Gregory DESAUNAY
email : Gregory.desaunay@techdata.com

15.0 Penalties

If the late delivery causes the Customers to invoice penalties to TDF, Supplier shall reimburse the loss incurred by TDF upon presentation by TDF of evidence of payment of said penalties.

Penalty for no appointment (Unloading agreement despite the absence of an appointment or unloading)	500 € HT
Non Compliance Repackaging and repalletizing due to non-conformity	50 € HT / support
Return of rejected goods to our docks" or return of non-conforming goods (to the supplier to pick up the goods):	150€/HT flat rate + Storage: 0,25€ HT/day /support

Late penalties:

Failure to respect the delivery date, or pick-up date, stipulated on the purchase order is the basis for calculating compensation for late delivery.

The parties specify that they apply the principle of reciprocity in the application of late penalties, which may therefore be applied to both the Supplier and the Customer.

Delivery delays, pick up and invoicing errors	
Per day of delay/pick up	2% of the amount of the order (5% for the promotion)
Per hour of delay to the delivery appointment or pick up (1 hour is tolerated)	80€/hour
In case of delivery delay more than 5 days, the delivery will be considered cancelled	10% of the total amount of the order (20% for the promotion)

Bussy-Saint-Georges, the 28/02/2019,

For Supplier (stamp and Signature)

For Tech Data France