

Guidelines

for the flow of goods

Cross-Docking 1

Form of ownership consignment/concession

Version	Approval date	Approved by
1.0	December 11, 2023	SNM Team, PR

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1 Introduction

1.1 What is Cross-Docking 1?

Cross-Docking 1 (CD1) is used to process "orders" that the supplier sends via the EDI message Orders In (ORD_IN). In accordance with the Manor guidelines, items are delivered to the distribution center (DC) already pre-packaged for the various stores. The DC acts exclusively as a distribution platform for delivery to the stores.

The Supply Chain guidelines and EDI Guidelines apply.

CD1 consists of the following steps:

1. Orders released by the supplier via the EDI message ORD_IN
2. Notification of delivery of goods via the EDI message DESADV (electronic delivery note)
3. Store-specific delivery (i.e. pre-packaged per store) by the supplier to a DC
4. Distribution and delivery from the DC to the stores

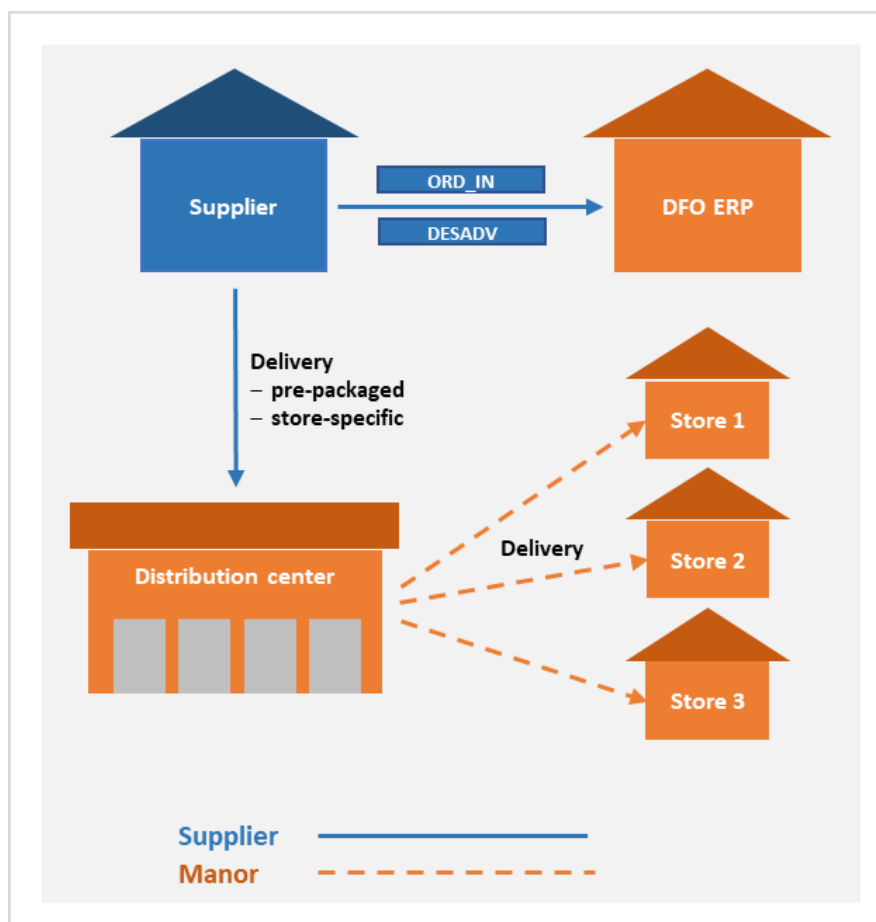


Figure: CD1 flow of goods

1.2 Contact at Manor

Department	Name	Role	Phone	Email
Supply Chain	Thomas Hell	SC Business Partner Rickenbach and Bussigny DC	+41 61 686 12 14	thomas.hell@manor.ch
Supply Chain	Valentin Henz	SC Business Partner Möhlin & Hochdorf DC	+41 61 686 13 76	valentin.henz@manor.ch
Supply Chain	Simon Michel	Head of Store Logistics & Supplier Management	+41 61 686 12 16	simon.michel@manor.ch
Purchasing	Responsible PM and PM assistants			
Transportation	Send inquiries to the Outbound team at the following email address: transporte.schweiz@manor.ch			
IT	Send inquiries to the EDI team at the following email address: edi.support@manor.ch			

1.3 Changeover procedure

The Supply Chain (SC) is responsible for coordinating all non-food suppliers.

- | | |
|-----------------------------|---|
| 1. Initial meeting | SC Coordination, Purchasing |
| 2. Supplier analysis | SC Coordination, Controlling |
| 3. Supplier meeting | SC Coordination, Purchasing, Supplier |
| 4. DC meeting (if required) | SC Coordination, DC |
| 5. Implementation | SC Coordination, Purchasing, DC, Supplier |
| 6. Control/monitoring | SC Coordination, Supplier |

2 Product line

Every flow of goods is based on the goods to be transported. Various factors must be taken into account when considering all product line characteristics.

2.1 Customer orders

The item requested by the customer may not be available in the store. A distinction should be made between two cases:

Case 1: Item in the product line, but not in the store

The following procedure applies to items that have to be ordered specially for a customer but are **already** referenced in the system:

1. Sales informs Purchasing that there is a customer order
2. Purchasing informs the supplier
3. Either the supplier sends an ORD_IN, DESADV for the corresponding store
4. Or the Purchasing department enters a stock transfer in DFO and the supplier receives an OUT INVRPT message as confirmation
5. This process can take up to 14 days

Case 2: Item not in the product line

The following procedure applies to items that have to be ordered specially for a customer but are **not yet** referenced in the system:

1. Sales informs Purchasing that there is a customer order
2. Purchasing informs the supplier and then opens the item in DFO (ERP-Manor) as soon as it has received all of the relevant product information
3. The supplier sends an ORD_IN, DESADV message for the corresponding store
4. This process can take up to 14 days

2.2 Labeling

No labeling is carried out in the DC. For this reason, items must either be labeled in advance by the supplier or already have a barcode on the packaging and on the sales unit.

2.3 Product line data maintenance

The supplier must provide the required reference data so that items can be referenced at Manor before the goods arrive.

Ongoing, seamless product line data maintenance is essential to ensure the smooth flow of goods. Any change to the reference data (for an item and/or a supplier) must be entered in the relevant systems immediately.

Important information includes valid EAN codes for sales and packaging units and valid prices. Correct data management is essential for a smooth EDI process.

3 Order and delivery times

3.1 The importance of having a schedule and adhering to it

Timing is key for Manor when switching to CD1, as the availability of goods must be guaranteed. This means that a smooth process is crucial for Manor.

3.2 Time sequence

Adherence to the time sequence is essential and guarantees the punctual availability of goods in the stores. The following figure shows the chronological sequence of the flow of goods for CD1.

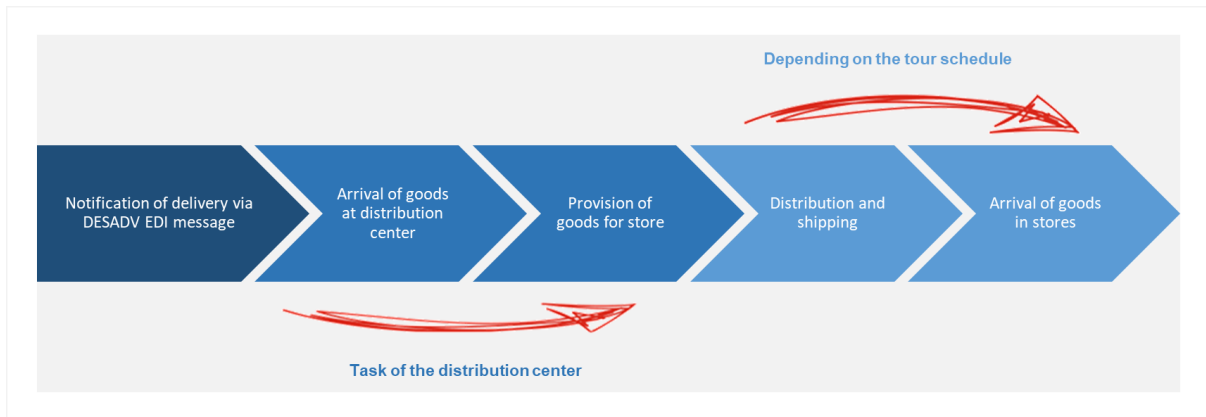


Figure: Time sequence for the flow of goods for CD1

4 Orders

The supplier does not receive an order from Manor, but sends the order to Manor via the EDI message ORD_IN.

4.1 Order via EDI (ORD_IN)

EDI orders are placed electronically and specify the Global Location Number (GLN) for the end recipients of the invoice, delivery and goods, plus the EAN codes to identify the items ordered.

It should also be noted that a separate order must be placed for each product group, based on the Manor product classification.

For any further information on the EDI system, please refer to the existing guidelines, which can be found on the supplier page www.manor.ch/de/u/suppliers. Separate orders (ORD_IN) must be submitted for hanging and flat goods.

```

UNA:+.?'
UNB+UNOC:3+7610441000014:14+7612096000005:14+231113:0702+1'
UNH+1+ORDERS:D:01B:UN:EAN010'
BGM+23E::9+0020090754+9' ID Consignment order Supplier order number
DTM+137:202311130000:203'
DTM+63:202311140000:203'
RFF+VN:0020090754'
RFF+CT:CONSID2330500'
NAD+BY+7612096831791::9' GLN of the buyer
NAD+IV+7612096831791::9' GLN of the invoice recipient
NAD+SU+7610441000007::9' GLN of the seller
NAD+DP+7612096834341::9' GLN of the recipient of goods
NAD+UC+7612096832286::9' GLN of the final recipient of goods
CUX+2:CHF:4'
    
```

Figure: Example of EDI ORD_IN

5 Transportation

5.1 Delivery by the supplier

Goods are delivered by the supplier, who must guarantee compliance with the time slot for transportation. The place of delivery is the agreed distribution center.

6 Delivery

6.1 Transport units and labeling

Euro pallets, Chep pallets and cardboard boxes can all serve as transport units. The delivery must be separated by store and packaged accordingly. Outer packaging is therefore store-specific, including special labels. In order to ensure straightforward onward processing, cartons and pallets must be labeled in a uniform way, including the SSCC.

The principle of 1 order = 1 delivery (DESADV) must be observed.

Detailed information and a template for the format used by Manor can be found on the website www.manor.ch/de/u/suppliers.



Figure: Example of transport unit labeling

- 1 The flow of goods, followed by the supplier's name, must be visible at the top. Only the company logo should be used. The address is not required.
- 2 In this section, the information about the number of packages must be displayed as X and Y. The following information must also be provided:
the store abbreviation and the department – e.g. BADN-12
- 3 The third section must contain the complete EDI order number and the corresponding paper delivery note number (DESADV no.).
- 4 This is **optional** for non-food products. It is essential that the name of the store is used rather than the town.
Examples: St. Jakob, not Basel; Aerogare, not Geneva
- 5 In the last section, the SSCC must be provided in barcode form for automatic recognition, and under the barcode in plain text for visual recognition. GD1-128 must be used as the barcode type – GS21-128 Symbology.

Figure: Guidelines for labeling transport units

6.2 Delivery note (DESADV)

```

UNA:+.?'
UNB+UNOC:3+7610441000014:14+7612096000005:14+231113:1435+78674'
UNH+1+DESADV:D:96A:UN:EAN005'
BGM+351+0008069619+9'      ID delivery note      Supplier delivery note number
DTM+137:202311130000:203'
DTM+2:202311130000:203'
RFF+POR:0013659074'
NAD+BY+7612096831791::9'    GLN of the buyer
NAD+SU+7610441000007::9'    GLN of the seller
NAD+DP+7612096834341::9'    GLN of the recipient of goods
NAD+UC+7612096830879::9'    GLN of the final recipient of goods
CPS+1'
PAC+1++BX'
CPS+2+1'
PAC+1++BX'
PCI+33E'
GIN+BJ+376104410052271166'  SSCC number
    
```

Figure: Example of EDI DESADV

6.3 Delivery quality

Monitoring of logistical delivery quality ensures continuous improvement. This is carried out in close cooperation between Manor and the supplier. High delivery quality is conducive to the positive acceptance, processing and supply of goods. However, in the event of non-compliance with the delivery specifications, Manor reserves the right to charge the supplier for any additional expenses incurred.

Detailed information on the shipping and packaging regulations can be found on the website www.manor.ch/de/u/suppliers.

7 Invoices

The 1:1 principle applies to invoicing: There is one invoice for each FAKKSG:

For each FAKKSG and order number = 1 invoice

Failure to comply with this principle results in considerable extra work to search for and correct differences between documents. Manor reserves the right to charge for the resulting expenses when processing invoices.

7.1 Invoice types and contents

Goods can be invoiced by the supplier either in the form of paper invoices or via an "INVOIC" EDI message.

7.2 General guidelines

For invoicing, please refer to the applicable guidelines for suppliers, which can be viewed at www.manor.ch/de/u/suppliers.

Among other things, the following points must be observed:

- The original invoices must be sent.
- The Manor FAKKSG (order no.) must be stated in the invoice header.
- Only one FAKKSG per invoice (consolidated document = sales and customer returns to the point of sale on the same document).
- Only FAKKSG items and prices may be invoiced.

Invoice header:

- The Manor invoice report number must always be listed in the invoice header on all documents (invoices and credit notes).
- The MPC must be stated in the address on our invoices for goods.

Invoice contents:

- The invoice must contain the Manor item numbers, item descriptions with size and color information (if available), and the quantity actually sold with the FAKKSG purchase price.

Punctual processing and payment can no longer be guaranteed if the aforementioned item information is not specified.

The following email address should be exclusively used for all reminders (including copies of invoices): ap.query@manor.ch

7.3 Billing address

Suppliers without a Markant contract:

Invoices should be sent exclusively by email to the following address: invoice@manor.ch

Please note the following conditions:

1. For each receipt → one PDF file.
2. Documents must not be submitted twice.
3. Only invoices and credit notes are accepted.

If it is not possible to send the invoice by email, you can send the original invoice to the P.O. Box address at 8901 Urdorf (as per the invoice address, see the addresses of our stores at www.manor.ch/de/u/suppliers).

Leistungsempfänger:

Firma
 Manor AG, Basel
 Manor Warenhaus Schattdorf
 Militärstrasse
 6467 SCHATTDORF
 SWITZERLAND
 LFA: /655051
 ILN: 7612096835027

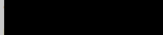
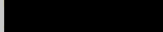



Firma
 Manor AG, Basel
 Manor Warenhaus Schattdorf
 SATN
 Postfach
 8901 URDORF
 SWITZERLAND

USt-ID/St-Nr.:
 ILN: 7612096835027
 Haus/Abt.: SATN

Rechnung

Rechnungsnummer: 5001704722 Datum: 06.11.2023
 Kunden-Nr.: 616402

Ihr Ansprechpartner: 
 E-Mail: 
 Telefon-Nr.: 

Seite 1 von 2

Manor AG, Basel / Militärstrasse / 6467 Schattdorf
 Manor Warenhaus Schattdorf

Kd.-VK-Datum: 30.10.2023-31.10.2023 FAKKSG Nr.:P012424472

Sammelartikel Kollektion: Produktlinie Lieferfenster
 1038092 troyer zip vest Denim Female -

Varianten

Farbe: 10348 Gardenia White Material: 50% CO 50% PC Herkunftsland:
 HS-Code:

Pos.	Artikel	Größe	EAN	Preis	Menge	Gesamtpreis
1	1038092018	S	4067261159010	CHF		CHF
2	1038092014	XL	4067261276519	CHF		CHF

Sammelartikel Kollektion: Produktlinie Lieferfenster
 1038220 waffle pique culotte Denim Female -

Varianten

Farbe: 14482 deep black Material: 30% PL 64% VI 6% EA Herkunftsland:
 HS-Code:

Pos.	Artikel	Größe	EAN	Preis	Menge	Gesamtpreis
3	1038220006	S	4067261151328	CHF		CHF

Gesamt-Menge	Gesamt-Preis
	CHF
USt.-Betrag	Gesamt-Betrag
CHF	CHF

Fracht 0,00 CHF
 Gesamt-Netto CHF
 USt. 7,7%

bei Zahlung bis 16.11.2023 netto Kasse= zu zahlender Betrag 46,40 CHF

Figure: Example of a billing address

Suppliers with a Markant contract:

Invoices must be sent in a separate envelope to Markant Syntrade Schweiz AG, Unterdorfstrasse 12, 8808 Pfäffikon.

The store must always be noted on the invoice for EDI-INVOIC. A GLN must also be specified, in accordance with the RALA list for Markant.

Markant partners should obtain Manor invoice and delivery addresses exclusively from Markant Syntrade Schweiz AG.

If you have not been notified of the required addresses, please contact servicecenter@ch.markantsyntrade.com

Rechnungssteller		GLN Nummer Lieferant		Seite 1/1	
[Redacted]		[Redacted]		Rechnungsempfänger 7612096839605	
[Redacted]		[Redacted]		Manor AG, Basel Manor Warenhaus Bern BERN CH 3011 Bern	
Mwst-Nr.	Kontakt 3421			Mwst-Nr.	
[Redacted]	Telefon [Redacted]			CHE116267650MWST	
	Fax [Redacted]			USTID	
	Mail [Redacted]			CHE116267650MWST	
Rechnungs-Nr.	15161377			Lieferadresse 7612096839599	
Rechnungsdatum	02.11.2023			Manor AG, Basel	
Bestell-Nr.	P012405909			Manor Warenhaus Bern	
Bestelldatum	02.11.2023			BERN	
Lieferschein-Nr.	357105			CH 3011 Bern	
Lieferdatum	01.10.2023				
Invoicing period	01.10.2023 - 31.10.2023				
Retouren-Nr.					
Retourendatum					
Auftragsnummer	KV-1357520				
Auftragsdatum	02.11.2023				
Referenzbeleg-Nr.					
Währung	CHF				
Kreditoren-Nr.	43112				

Pos	GTIN	Artikel	Artikeltext	ME	fak	gel	VK-Preis	EK-Preis	Mwst	Nettobetrag	
1	[Redacted]	Rabatt/Zuschlag	Rosengquarz-Roller	PCE	Menge	Menge	0,00		7,7	9,34	
			100178887								
Warenwert Netto										9,34	
		Rabatt	0,0%	-						0,00	
		Porto	0,0%	+						0,00	
		Verpackung	0,0%	+						0,00	
		Kleilmengenzuschlag	0,0%	+						0,00	
		Recyclinggebühr	0,0%	+						0,00	
		Handling	0,0%	+						0,00	
		Bio Zuschlag	0,0%	+						0,00	
Total Zu-/Abschläge										0,00	
Zwischentotal				7,7%	0,72		9,34				
										Mwst-Betrag	0,72
							Total VK	0,00	Totalbetrag	10,06	

Figure: Example of an EDI-INVOIC billing address

8 Return of goods

The goods returns process is set out in a separate document.