

c&c group plc



Matthew Clark



W&W  
WALKER & WODHOUSE  
WINE MERCHANTS LTD



# Inbound Standards Manual

## Introduction

At C&C customer service is our number one priority, and paramount to delivering this for our shared and valued customers is the availability of your products.

In order to deliver best in class customer service and availability of your products we want to improve the way we work and interact with you, our valued suppliers.

The aim of this manual is to provide all our suppliers with the necessary information required to ensure a high standard of service is achieved. We want to build a supply chain that delivers great availability of products for our customers, as well as managing inbound orders as effectively as possible for both our businesses.

This manual therefore sets out our standard operating practices covering the end-to-end process from order reception to order delivery, specifying the standards that need to be upheld in order to ensure C&C deliver the best possible service to all customers.

It is each supplier's responsibility to ensure that deliveries are made in line with the standards set out within this manual. Should you have any further queries, please contact the Supplier Performance Team at [SPM@candcgroup.com](mailto:SPM@candcgroup.com).

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## C&C Group PLC Depots contact details

Depot	Code	Address	Contact	Opening hours Monday - Friday
Edinburgh	1004/2552 GBDSO2	Unit 1 Edinburgh, Distribution Park, Cliftonhall Road, Newbridge, EH28 8PJ.	01313745727	6:00 – 14:30hrs
			<a href="mailto:purchasing@tennents.com">purchasing@tennents.com</a>	
Glasgow	1002/2551 GBDSO1	Dale Avenue, Cambuslang, G72 7DX	<a href="mailto:purchasing@tennents.com">purchasing@tennents.com</a>	7:00 – 14:30 hrs
Bedford	2504 GBWSHE1	Unit 5 Apex Park, Cambridge Road, Bedford, Bedfordshire MK42 0AW	+44 (0) 1462 813 736 /+44 (0) 1462 810 507	07:00 - 13:00 hrs
			<a href="mailto:bedfordpurchaseorders@matthewclark.co.uk">bedfordpurchaseorders@matthewclark.co.uk</a>	
Birmingham	2509 GBWBIR1	Holford Way, Holford Way Industrial Estate, Witton, Birmingham B6 7AX	+44 (0) 1213 318 596 /+44 (0) 1213 318596	07:00 - 13:00 hrs
			<a href="mailto:birminghampurchaseorders@matthewclark.co.uk">birminghampurchaseorders@matthewclark.co.uk</a>	
Bristol	2550 GBWBPC1	Matthew Clark, Shed C, Royal Portbury Dock, BS20 7XL	+44 (0)1275 375171 / +44 (0)1179 820000	07:00 - 15:00 hrs
			<a href="mailto:matthewclark@bristolport.co.uk">matthewclark@bristolport.co.uk</a>	
Crayford	2507 GBWSWA1	Unit 24 Optima Park, Thames Road, Crayford, Kent DA1 4QX	+44 (0) 2031 942 430	06:00 – 14:00 hrs
			<a href="mailto:crayfordstockcontrol@matthewclark.co.uk">crayfordstockcontrol@matthewclark.co.uk</a>	
Fosse	2510 GBWFOS1	Fosse Lane, Shepton Mallet, Somerset BA4 4PW	+44 (0) 1749 334 227	06:00 - 12:30 hrs
			<a href="mailto:fossepurchaseorders@matthewclark.co.uk">fossepurchaseorders@matthewclark.co.uk</a>	
Park Royal	2506 GBWPKR1	12 Central Way, Park Royal, London NW10 7XN	+44 (0) 2088 380 660 /+44 (0) 2088 388 224	08:00 - 13:00 hrs
			<a href="mailto:parkroyalpurchaseorders@matthewclark.co.uk">parkroyalpurchaseorders@matthewclark.co.uk</a>	
Runcorn	2508 GBWRUN1	Black Heath Lane, Manor Park, Runcorn, Cheshire WA7 1SE.	+44 (0) 1928 570 452	06:30 - 14:00 hrs
			<a href="mailto:runcornpurchaseorders@matthewclark.co.uk">runcornpurchaseorders@matthewclark.co.uk</a>	
Southampton	2511 GBWCHF1	Unit 6, Mount park, Wide Lane, Southampton SO18 2FA	+44 (0) 1489 773 500	07:00 - 12:30 hrs
			<a href="mailto:MCSouthamptonStock@matthewclark.co.uk">MCSouthamptonStock@matthewclark.co.uk</a>	
Wetherby	2502 GBWYOR1	Unit 512, Wetherby, York LS23 7FZ.	+44 (0) 1904 486 906	06:30 - 12:30 hrs
			<a href="mailto:yorkpurchaseorders@matthewclark.co.uk">yorkpurchaseorders@matthewclark.co.uk</a>	

\*This matrix shows a summary of site locations, contacts and a 'high level' overview of goods in opening hours. Operating hours may be subject to change due to seasonal variation.

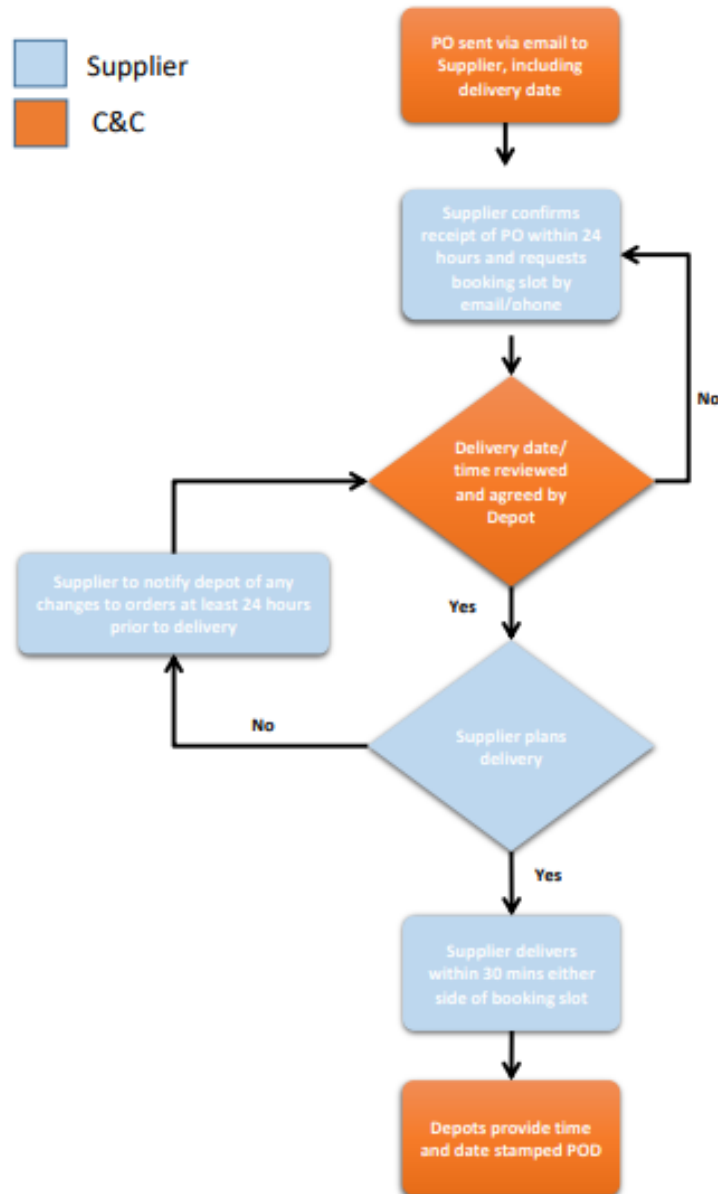
# UK C&C group plc Network Site Map



## Order workflow for deliveries to C&C depots

The smooth running of our depot network relies on efficient inbound deliveries. We need your support to ensure that this is maintained. Good communication with our suppliers and their freight forwarders enables us to best manage our depots' time and minimizes the potential for order rejection.

In this section we lay out our ordering process steps, from when a Purchase order (PO) is sent to supplier through delivery to depot. Clear communication throughout the ordering process is crucial for us to fulfil our customers' demand and for our suppliers to deliver the correct level of service.



## Purchase Order Confirmation

- Purchase Orders will be sent as PDFs via email, with a specified delivery date.
  - Purchase orders will detail the unique PO number, required stock, price, and expected delivery date and location. (Appendix 1- Example Purchase Order)
  - Supplier must confirm receipt of the PO back to the depot and agree a booking slot within 24 hours.
  - All deliveries into the C&C network must have an agreed date and time with the respective depot
  - If the agreed booking slot cannot be met, the supplier must provide the reason for the delay and request delivery for the next available booking slot.
  - If the full volume of stock cannot be delivered, this must be flagged to the depots with a breakdown of the lines are being shorted from the order. This must include a reason for the shortage and a date that the stock will next be available from.
- Note:
- Purchase orders can have multiple pages, please review PDF file in full.

## Booking a delivery

All deliveries into a C&C depot must be actively confirmed with depots before delivery. If an order is delivered without an agreed booking slot, the order may be rejected.

- Suppliers must contact the relevant depot via e-mail or phone to request/confirm the booking slot on the order email. (Depot office hours are Monday to Friday from 0800 to 1500).
- C&C PO numbers should be quoted in all correspondence.
- Delivery slots are subject to depots standard operating hours. Please see the C&C depot contact details chart.
- If the proposed delivery time slot is unachievable, you must agree an alternative slot within the same calendar day.

## Delivery

- The driver must report to the Goods In office on their arrival to identify the order being delivered. This time will be recorded as time of arrival.
- Driver must hold documents ready for inspection and all delivery paperwork must be handed to the Goods In office or FLT Driver.
- We allow a 1-hour time window for delivery. This runs from 30 minutes prior to 30 minutes after the confirmed booking slot.
- At the point of the arrival on bay a visual check will be carried out prior to unloading to ascertain if the vehicle is safe or unsafe to unload. In the event of the vehicle being not safe to unload this



will be classed as a non-conformance and delivery will be refused.

- It is the driver's responsibility to check the right number of pallets have been unloaded from the truck.
- Once unloading is complete and checked, signed delivery documentation will be returned to driver and they will be allowed to leave goods in area.
- Drivers are strictly prohibited from entering C&C group plc warehouse, excluding welfare facilities
  - Note: Please see Delivery Paperwork and Vehicles specifications section in this manual for more details.

#### Order delivery status categorization

Delivery	Definition
<b>Arrived on Time</b>	Arrival within +/- 30 minutes from Booking slot agreed.
<b>Arrived Early</b>	Arrival more than 30 minutes PRIOR from booking slot agreed.
<b>Arrived Late</b>	Arrival more than 30 minutes AFTER from booking slot agreed.
<b>No-Show</b>	Orders that failed to arrive on the date and Booking slot agreed.
<b>Unexpected</b>	Arrival without confirming booking date/slot with depot in advance.
<b>Refused</b>	Orders that are rejected due to late delivery or health and safety concerns.
<b>Pulled out</b>	Orders that arrive at depot but leave before being unloaded.

#### Delivery Paperwork

- Delivery documents must accurately reflect the products and quantities delivered.
- If the driver is not able to provide the correct paperwork, then the load may be rejected.
- Original paperwork is preferred. However, photocopied documentation will be accepted.
- Paperwork requirements – drivers must be able to produce the below when required:
  - Your company name, address, and VAT number
  - Purchase order number and order date
  - Clear product description (no abbreviations)
  - EAN number (Retail and Outer)
  - Total delivery quantity, listed by line with number of cases and sales units
  - Duty status of products
  - Best before dates
  - Number of pallets
  - Delivery address
  - Delivery date and time slot
  - Trailer seal numbers
  - ASN and SSCC label numbers

## Proof of delivery (POD)

- POD should be stamped with date and time of reception, indicate delivery shorts were applicable and signed by the depot.
- Drivers must ask for this POD in case is not offered by a member of C&C staff.

## Short Deliveries

- Any shortages noticed on the delivery will be marked on the delivery note which the driver will be asked to sign. Due to the nature of our inbound check process, discrepancies may not always be identified at the time of delivery. If this happens, we will notify you within the next five working days after the delivery date.

## Damages, Over-Deliveries, or Incorrect Products

- If incorrect products, damaged products, or excess stock is identified at the point of delivery, the driver will be required to take it back with them, having signed for it as a return. Failure to accept the return may result in the entire delivery being rejected.
- C&C will notify suppliers within the next five working days if any product is found to be incorrect or damaged after the delivery has been completed.
- Suppliers must then contact the site team to arrange a date and time for collection of the rejected products within seven days of notification.
- If you fail to collect the stock within this timeframe, we may return it to you at your cost or dispose of the stock

## Stock

### Product shelf life

**Depot** – a minimum shelf life of a perishable product on receipt at depot, pre-agreed by the commercial team and the supplier on set up of any perishable products:

- Keg Beer and Cider – 4 months
- Cask Ale – 1 month
- Packaged Beer and Cider Cans and Glass– 6 months
- Packaged Beer and cider PET– 2 months
- RTD's including premixed Spirits and Hard Seltzers – 6 months
- Bag in box draught Soft Drinks – 4 months
- Packaged Soft Drinks – 6 months

**Customer** - the shelf life guaranteed to customers on perishable items at the time of dispatch:

- Keg Beer and Cider - 21 days
- Cask Ale - 14 day
- Packaged beer, cider and RTD's Cans and Glass - 4 months
- Packaged beer and cider PET - 30 days

- Bag in box draught Soft Drinks – 2 months
- Packaged Soft Drinks - 4 months

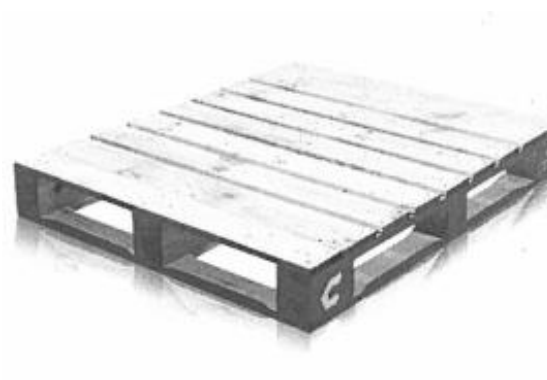
## Pallet type – Cased Goods:

Type: Pallets must be heat treated (ISPM 15) “UK Standard” four-way entry full perimeter base, conforming to BS ISO 6780.

Dimensions:

Length	Width	Height
1200mm	1000mm	162mm

Preferred: The preferred pallet should be of similar standard to the blue CHEP, which sets a benchmark in terms of strength and construction. To be accepted any other pallets tendered must be in our opinion of a comparable quality.



Incompatible:

- “Euro Standard” 800mm x 1200mm pallet
- 4-way Yankee pallet
- Europal pallet
- INKA pallet

Quality - All pallets must be complete and of sound construction. Any defective or sub-standard pallets will be rejected.

Shrink wrap - All pallets must be “Shrink wrapped” tight enough to stabilise the load but not so tight as to damage the goods. Only clear shrink wrap should be used as coloured shrink wrapping will contaminate our recycling process.

Pallet exchange - Only CHEP pallets will be exchanged on a 1 for 1 basis. Sub-standard pallets will not be exchanged.

## Pallet Configuration – Cased Goods:

Stacking - Pallets must be stacked using “Ti-Hi” configurations to provide inherent stability.

Weight – The maximum weight for a pallet is 1,240 kg, including the pallet board, unless otherwise agreed in advance with your commercial contact.

Height – The maximum height for a pallet is 1.8 metres, including the pallet board.

Mixed pallets - If multiple products are loaded on a single pallet, they must be split out using cardboard divider sheets or pallet divider.

### Pallet type – Kegs:

Type – The following heat-treated (ISPM 15) pallet types are acceptable:

- UK Standard” 1000mm x 1200mm (40” x 48”) four-way entry full perimeter base, conforming to BS ISO 6780.
- The “Euro Standard” 800mm x 1200mm.
- Supplier specific 1170mm x 1320mm (46”x52”) 2 way “Keg pallet” only.

Preferred - The preferred pallet should be of similar standard to the blue CHEP, which sets a benchmark in terms of strength and construction. To be accepted any other pallets tendered must be in our opinion of a comparable quality.

Incompatible - The 4-way Yankee pallet will not be accepted.

Quality - All pallets must be complete and of sound construction. Any defective or sub-standard pallets will be rejected.

Pallet exchange - Pallets will be exchanged on a 1 for 1 basis, where empties where available.

### Pallet Configuration – Kegs:

Stacking – Pallets must be stacked using uniform configurations, either 6 per layer (2 layers Max.) with approved dividers, on “Chep” pallets, 6 per pallet on “Chep” Euro pallets or 8 per layer on supplier specific “Keg pallets”.

Weight – The maximum weight for a pallet is 1,500 kg, including the pallet board.

Height – The maximum height for a pallet is 2.0 metres, including the pallet board.

## Health and Safety

The wellbeing of both warehouse staff and drivers is our primary concern. For their safety, please ensure they adhere to the following rules.

As a minimum everyone must always wear the following Personal Protective Equipment while on site:

- Safety footwear
- Hi-vis waistcoat or coat
- Gloves

Drivers delivering to port must also wear the following:

- Hard hat

Drivers must read and adhere to the Health & Safety requirements and rules as laid out on the Health & Safety Notice posted outside Goods In at each warehouse. This may vary across the network according to local requirements.

Delivery vehicles must be in sound condition such as not to present a danger or threat to the Health & Safety of any persons. Vehicles which in the opinion of MC management present such a hazard will be excluded from all sites.

- Vehicles must adopt a 5mph maximum speed limit upon entry to the site.
- Park brakes must be applied on all parked trailers.
- Stay in your vehicle cab while being loaded/off loaded or designated safe area. (Drivers are not to walk around the vehicle while unloading/ loading or stand on vehicle bed).
- Mobile phone use is not permitted in the yard or in the warehouse.
- Hand ignition keys to the transport/warehouse office or FLT carrying out the loading/off-loading.
- Articulated vehicles and Forklifts operate on our sites, pedestrians are to remain on designated walkways.

### Emergencies:

- In the event of a fire alarm follow a member of staff to the assembly point.
- In the event of an accident, you must report this immediately to a member of staff.

## Vehicles

Our sites have specific offload capabilities. To allow orders to be tipped quickly, please adhere to the standards below:

Cased goods – Depots cannot accept cased goods on continental trailers or box/fridge lorries.

Kegs – Depots required kegs to be delivered on curtain sided vehicles & in England and Wales on pallets. Kegs cannot be delivered in containers.

## Collections

In some instances, it may be necessary for the supplier to collect goods that have been delivered to a depot. There is limited space to hold stock in our warehouses, so collection must be organised promptly to allow for the continued smooth running of our supply chain.

**Stocked goods** - Collection Notes for the return of stocked goods to suppliers on PDF by email detailing the product and reason for return.

- Once a Collection Note has been raised, suppliers must collect the goods within five working days.
- Goods not collected within 5 working days will be disposed of and the cost of disposal will be invoiced to the supplier.

**Non-stocked goods** – any products not stocked but delivered in error will be placed in a “Quarantine” location by the receiving warehouse and the supplier notified.

- Any non-stocked goods not collected within 5 working days of notification will be disposed of and the cost of disposal will be invoiced to the relevant supplier.

**Damaged/Out of Date Goods** – The collection process for any products found to be damaged or out of date will follow the same steps as for stocked goods.

**Ullages returned** - Collection Notes for the return of Ullages to suppliers sent PDF by email detailing the product and reason for return.

**Empties returned** - Empties should be collected on a one for one basis off the back of deliveries.

- When booking in a PO for delivery, the supplier must request the number of empties for collection from the depot.
- 3rd party hauliers must be made aware of empty collection requirements.
- If you use an agency to collect kegs, they must arrange a collection within 5 working days of the depot requesting uplift.

## Contact details

### Buying

BCSS: [Buyers@matthewclark.co.uk](mailto:Buyers@matthewclark.co.uk)

Wine: [WineTeamMC@matthewclark.co.uk](mailto:WineTeamMC@matthewclark.co.uk)

### Technical

[technical@bibendum-wine.co.uk](mailto:technical@bibendum-wine.co.uk)

### Supplier Performance

[SPM@candcgroup.com](mailto:SPM@candcgroup.com)

## FAQ

### **What happens if I cannot fulfil the order?**

The supplier should respond directly to the email that placed the order, stating the lines that cannot be fulfilled, the reason for the shortage and the date at which the stock will next be available.

### **What happens if I do not have a booking slot?**

The supplier should contact the relevant depot using the details in the site information section of this guide and confirm a booking slot.

### **What happens if I arrive without a booking slot?**

The site may reject the order and the supplier would be required to request a booking slot and redeliver at the agreed time. The depot may accept the inbound. However, this is at site discretion and there is no guarantee that an unexpected delivery will be unloaded.

### **What happens if I know the delivery will not arrive on time?**

The supplier should notify the site using the contact details in the site information section of this guide. The site will let the supplier know the next course of action.

### **What happens if the order arrives before the booking slot?**

If the driver arrives more than 30 minutes before the allocated booking slot, they will be asked to leave the site and return at the correct time. The depot may accept the vehicle earlier. However, this is at site discretion and there is no guarantee that an early delivery will be unloaded.

### **What happens if the order arrives after the booking slot?**

If the driver arrives more than 30 minutes after the allocated booking slot, the load could face delays being offloaded or may be refused.

### **What happens if the order arrives without the relevant paperwork?**

The site would reject the order and the supplier would be required to request another booking slot and redeliver with the appropriate paperwork.

### **Who do I contact if I have queries on an order?**

If you have any questions around the order you have received, please reply directly to the email account that sent the order.

If you have further questions, please contact [SPM@candcgroup.com](mailto:SPM@candcgroup.com)







# Appendix 1 – Example Purchase Order

Expected delivery date

Delivery Address

PURCHASE ORDER Page 1 of 7

Supplier Address	Collection Address	   	Delivery Address	Invoice Address
Contact Phone: 01962 762298 Fax: Email: bcacard_ukorderslive@comprompt.net	Contact Phone: Fax: Email:		Distribution Wetherby UNIT 512 STREET 5 THORP ARCH ESTATE LS23 7FZ United Kingdom	MATTHEW CLARK BIBENDUM LTD WHITCHURCH LANE WHITCHURCH BRISTOL BS14 0JZ United Kingdom
COLLECTION DATE: Carrier:			DELIVERY DATE: 06/02/23 Currency: GBP	Order No: 5001721 Order Date: 03/02/23

Organic Wine	Item	Description	ABV	Ordered Qty	Ordered UOM	Pack Size	Purch Price	Extended Price
	00029496	_____		10	CS	70 cl x 6		
	00037833	_____		10	CS	70 cl x 6		
	00022535	_____		10	CS	70 cl x 6		

	Total Quantity	30	Total Order	1944.10
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<small>PLEASE SUPPLY AND DELIVER THE GOODS AS SPECIFIED, SUBJECT TO THE INSTRUCTIONS AND CONDITIONS OVERLEAF AND TO THE SPECIAL INSTRUCTIONS AND CONDITIONS (IF ANY) SPECIFIED ABOVE.</small> <small>Matthew Clark Bibendum Limited is registered in England and Wales with company number 2550962, with its registered office at Whitchurch Lane, Bristol BS14 0JZ.</small>	<small>TERMS AND CONDITIONS</small> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">VAT No:</td> <td style="width: 30%;">891 5576 80</td> <td style="width: 30%;">Fax:</td> <td></td> </tr> <tr> <td>Excise No:</td> <td>GB00004330633</td> <td>Email:</td> <td></td> </tr> </table>	VAT No:	891 5576 80	Fax:		Excise No:	GB00004330633	Email:		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Contact</td> <td></td> </tr> <tr> <td>Phone:</td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table>	Contact		Phone:			
VAT No:	891 5576 80	Fax:														
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PO Number

Stock Required