



Supply Chain – Merchandise Logistics

E-Commerce Overview Guide



E-Commerce overview guide

This guide is intended only as an overview which provides the guidelines on how Suppliers work in partnership with Myer Pty Ltd. Myer is committed to trading via E-Commerce and are working with our Suppliers to ensure that they are given the necessary support and time to implement E-Commerce throughout the Supply Chain.

The E-Commerce components include how purchase orders are sent and received by the supplier. It includes how the products are picked, packed and physically moved from our suppliers, through the Myer Supply Chain to our stores and ready for sale to our customers. It also covers the electronic payment cycle to suppliers for goods received via EFT (Electronic Funds Transfer).

The process is driven fully by electronic messages moving the information (EDI - electronic data interchange transactions) associated with these products. This includes purchase orders, advanced ship notices (ASNs), logistics and retail price labels (that include GTINs).

The supply chain E-Commerce process embodies four key principles:

> customer service > cost effectiveness > speed > data accuracy

E-Commerce is about removing manual processes and paper, and replacing them with electronic transactions. These transactions are predominantly ordering and receipt of the merchandise.

As a result, a high level of co-operation with our trading partners is essential, as new processes, technology and trust are involved.

E-Commerce process

In order to trade with Myer electronically, suppliers need to complete the following:

- Suppliers complete Supplier Registration forms and sign off Standard Supply Agreements with the Buyer.
- **Suppliers must be a member of GS1 Australia** and have allocated to them a GS1 (formerly EAN) company prefix number - to enable them to allocate GTINs, to form barcodes that scan correctly at POS (Point Of Sale), and the logistics labels (SSCCs) also scan correctly at delivery points.
- A supplier installs an off-the-shelf computer system in-house, a customised solution or selects a third party warehouse to receive the Myer electronic purchase orders for processing.
- Suppliers complete the E-Commerce accreditation testing process with support from the Myer E-Commerce team.
- Myer also offers ongoing post implementation support, for up to 3 weeks, if needed.

E-Commerce useful contacts

If you have any questions, please contact the Myer E-Commerce team:

e-mail: **myer.ecommerce@myer.com.au**

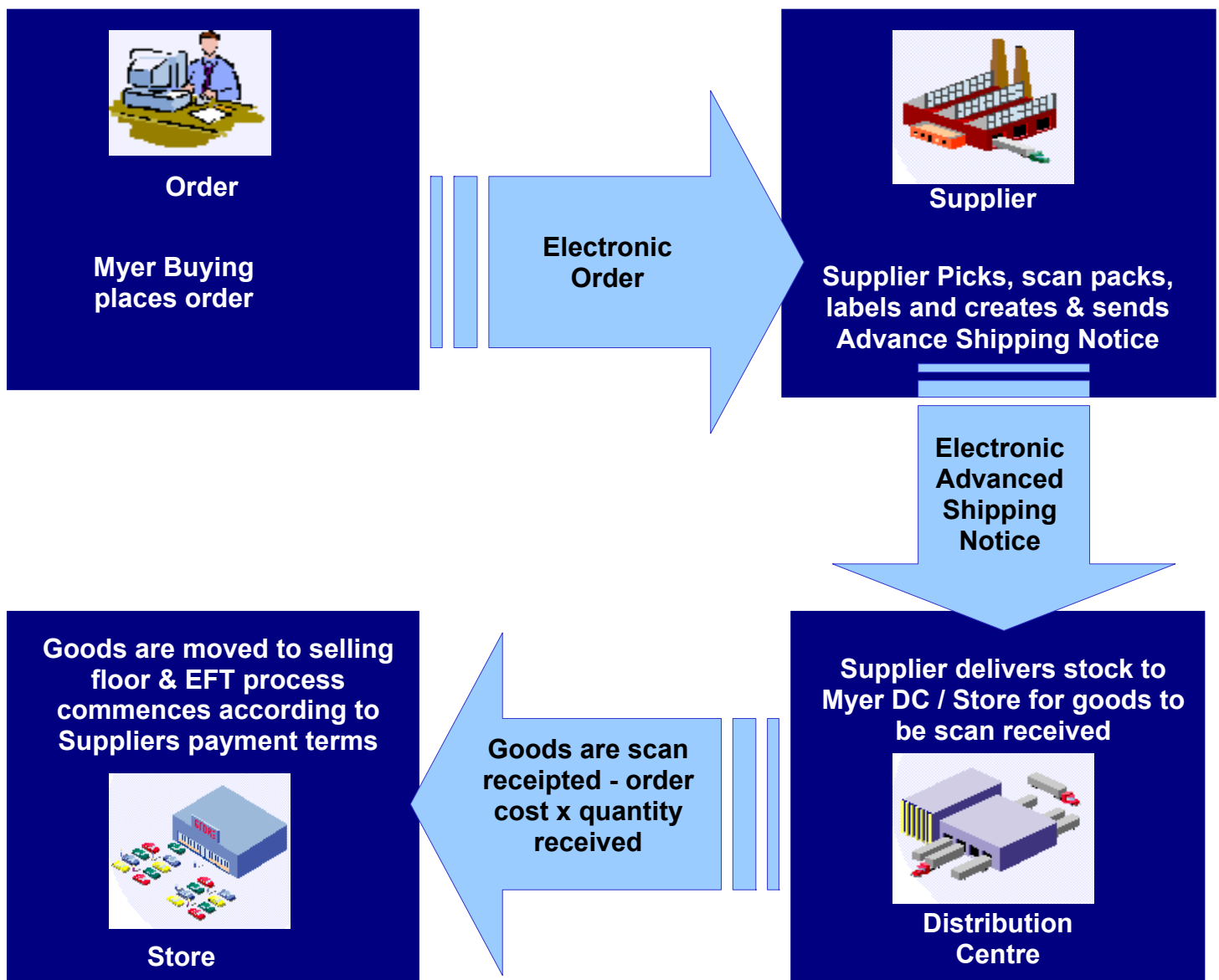
Phone: **1300 667 007 – then select option 6, followed by option 2**

Myer Supplier website: **myersupplier.myer.com.au**

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How does E-Commerce work?

- Myer send an EDI purchase order to the supplier (or 3rd party scan pack provider).
- Supplier picks and processes the purchase order & price marks the merchandise.
- Supplier scan packs the items into the carton or fashion bag according to the order allocation.
- Each carton or fashion bag is then labelled with a unique SSCC barcode label that identifies the supplier, the delivery point and the store the merchandise is for.
- At the completion of scan packing all of the allocated stores for the order region – the suppliers system has built an ASN – Advanced Ship Notice.
- The ASN is sent electronically back to Myer and enables the supplier to deliver the goods into the Distribution Centre or Direct to the Store, according to the order type, and then the goods are scan received and moved to the selling floor or customer.

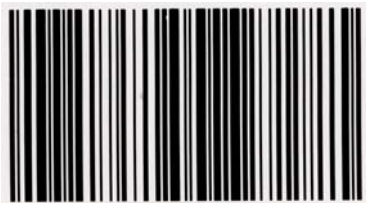


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EDI Purchase Orders - are the electronic orders that are sent from Myer to the suppliers via EDI (Electronic Data Interchange.) The orders can be standard, Retek purchase orders (from Buying) or replenishment orders (ASR) or WMS big ticket orders (customer orders). There is also a type of order called Reverse Purchase Orders which are replenishment orders that are sent from the supplier back to Myer for validation.

ASNs - Advance Ship Notes are the electronic contents documents that detail what has been scan packed against the allocated purchase order. Within the ASN document are the SSCCs for each store and the GTIN details. The ASNs must be received / validated by Myer prior to the delivery of the merchandise to the distribution centre or store.

Logistics Labels - Each carton or hangwear bag must be labelled with a logistics label as detailed below. The logistics label details the Order Number, the DC and Store the delivery is for and has a unique SSCC that identifies what is within the carton or fashion bag.

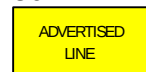
FROM : Hilton Hosiery Broadmeadows Vic	CARRIER : Toll Con No : 1198765 B/L No : 1198765
TO : Myer DC 0020 Doherty's Rd Altona 3025	FOR : Myer 0004 Myer Chadstone 1341 Dandenong Rd Chadstone 3148
SSCC 3 9312345123456789 1 PO123456789112	
AD 3011	8184 Hilton Sheer to Light Panty hose Size 10
	
(421) 0363025 (90) 0004	
	
(00) 393123451234567891	

If the Order has an Advertised Date this date is sent through on the Purchase Order and will print on the SSCC.

Any Carton or hangwear bag delivered either through the Distribution Centres or Direct to Store, which is advertised, must have the Fluoro Yellow Advertised Line Label. If for Stocktake Sale, a red label is required.

The Advertised Line or Stocktake Sale label must be clearly separate from the logistics label (No Overlap)

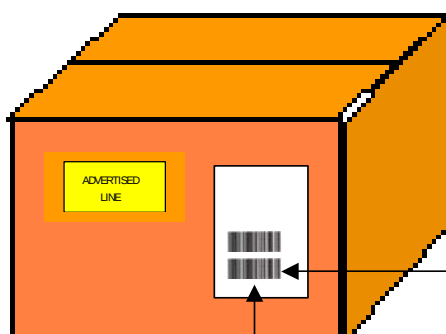
These label dimensions are 100mm x 50mm.



or

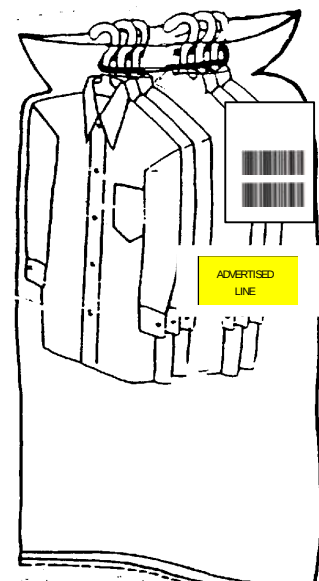


Positioning of the Logistics Label on Carton and Hangwear Bag



19 mm from end of barcode to vertical edge of carton

32 mm from bottom of barcode to base of carton



E-Commerce overview guide

Price / Barcode Standard Format / Layout

Myer's standard format/layout for printed GTIN (EAN/UPC/APN) barcodes is provided below. It is a Myer expectation that suppliers will strictly adhere to this format for all merchandise supplied to Myer.

Class Group →

Supplier Style/ VPN →

GTIN Barcode →

GTIN No. →

Colour →



← Keycode / Item No.

← Size (if relevant)

← Retail Price

Field	Characters	Comment
Class Group	4	Always 4 characters
Keycode / Item No.	8 or 9	Old keycode is 8 characters. Retek Item No. is 9 (ie. Keycode with a zero on the end)
Supplier Style / VPN	15	
GTIN (EAN/UPC/APN) No.	13	
Colour	10	Up to 10 characters
Size	8	
Retail Price	9	

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E-Commerce testing and implementation checklist.

The following must be completed for Suppliers to be E-Commerce accredited to supply merchandise to Myer.	Date	☒
Supplier Registration		
Buyer - Provide supplier with Supplier registration forms and Standard Supply Agreement for sign-off. This must be completed before registration of the supplier.		☐
Buyer / Finance – notify Myer E-Commerce team of new Supplier account details		☐
Buyer - Check and confirm if supplier has barcodes for the merchandise (EANs / UPCs/ GTINs) and is a member of GS1 Australia – this is mandatory to trade with Myer.		☐
Buyer – follows up with supplier to ensure they have returned supplier registration form, agreement letters and a signed copy of the Standard Supply Agreement.		☐
Buyer – Notify supplier to contact Myer E-Commerce team for testing and accreditation		☐
Testing suppliers E-Commerce scan pack capability		
E-Commerce team liaise with supplier to ensure they have selected an EDI scan pack solution provider or as an alternative a 3 rd party Processor		☐
Supplier confirms solution or 3 rd party selected with Myer E-Commerce team.		☐
Supplier provides GTINs back to buying for product registration		☐
Accreditation Steps		
E-Commerce team – creates and sends EDI test orders, to test suppliers E-Commerce scan pack capability.		☐
Supplier processes test order and sends Logistics Label and retail price barcode labels to E-Commerce team for validation		☐
Supplier sends test order ASNs – advanced ship notices via EDI to Myer for E-Commerce team validation		☐
E-Commerce team confirms test ASNs, Logistics label and price tickets have been received and have validated successfully		☐
Go Live		
E-Commerce advises buying office, supplier and suppliers solution provider that testing was successful and the supplier has been E-Commerce accredited. They can now send through production orders.		☐
From this date on – all new orders received are to be scan packed, labelled and ASNs to be sent before despatching merchandise. NB. DO NOT SEND INVOICES as these are no longer required.		☐

An indicative time frame for E-Commerce accreditation is a minimum of 3 weeks (depending on the IT solution chosen.)

E-Commerce overview guide – more definitions

ASR	Automated Stock Replenishment (previously known as ABS - Automated Basic Stock) This is a type of replenishment order.
ASN	Advance Ship Notice – this is an Electronic Ship Notice that details the SSCCs and the GTINs scan packed against the order for the Distribution Centre and or Store.
Delivery window	The period between the "not before" date and the "not after" date shown on the purchase order.
GS1 International	The body that administers the internationally recognised numbering system known as GTINs (previously EANS, UPCs, APNs). It is represented in Australia by GS1 Australia, a member of GS1 International. Suppliers must be a member of GS1 to trade with Myer.
GS1 Product Number	The unique product barcode number allocated to merchandise in accordance with GS1 International guidelines, including, but not limited to, a GTIN, UPC and EAN – which was previously known as an APN number.
EDI	Electronic Data Interchange
EDI purchase order	An electronic order sent by EDI using the VICS 2040 subset of the ANSI Standards document 850 (or EDIFACT order D96A document)
EFT	Electronic Funds Transfer
RPO	Reverse Purchase Order. An order raised by a supplier and sent into Myer to pre-defined business parameters.
SSCC	Serial Shipping Container Code. This GS1 Bar code symbol is a unique 18-digit number allocated to a logistics unit, which needs to be, managed through the supply chain eg carton/ hangwear bag. The SSCC is encoded into a GS1 –128 bar code symbol and is a mandatory element on the logistics label identification code.
GTIN (EAN/UPC/APN)	Global Trade Item Number. A GTIN is the GS1 Identification Key used to identify trade items. The key is comprised of a GS1 or UPC Company prefix followed by an item reference number and a Check Digit.

For more definitions, please refer to the Glossary.