

# **SPOTLIGHT**

**Quality Assurance Program** 

**Vendor Compliance Manual** 

Local Vendor
Non-Cross Dock Requirements

Version 14
August 2021





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# 1 INTRODUCTION

The Vendor Compliance Manual has been developed to provide Vendors with Spotlight's minimum standards when supplying Articles to the Spotlight Group.

In addition to this document – **Vendor Compliance Manual – Local Vendor Non-Cross Dock Requirements**, there are a number of supplementary Compliance documents that must also be complied with:

- Vendor Compliance Manual General Requirements
- Vendor Compliance Manual Local Vendor Cross Dock Requirements
- Vendor Compliance Manual Overseas Vendor Requirements

You must ensure you comply with all relevant requirements contained within the Vendor Compliance Manual components.

# 2 DEFINITIONS AND ABBREVIATIONS

TERM	DEFINITION		
ADGC	Australian Dangerous Goods Code		
Articles	Products supplied by the Vendor to Spotlight and includes any accompanying instructions and information, packaging and any advertising or other materials supplied.		
Article Number	Unique article identifier referenced in Purchase Orders. 8 or 11 digit code (generated by SAP)		
ASN	Advance Shipment Notification		
Buyer	The relevant Spotlight Buyer named in the Terms Schedule or any other person We advise is the current Buyer.		
Dangerous Goods	Any Article classified dangerous under the Australian Code for Transport of Dangerous Goods – the Australian Dangerous Goods Code (ADGC)		
DIFOT	Delivery In Full On Time.		
EAN	European Article Number, which is a barcode that conforms to international bar code standards and is registered with international standards bodies.		
Edge Rule	The Edge Rule details correct placement of EAN		
Export Label	Label specifically for Export orders to overseas Spotlight Stores – outlined in section 3.4.5		
FIS	Free Into Store - seller pays all costs including duties and taxes and delivers direct to buyer		
EXW	Ex Works – Buyer pays all charges from factory		
FIW	Free Into Warehouse – same conditions as Free Into Store		
FCA	Free Carrier Agreement. The Vendor is responsible for all costs up to the point where the Articles are delivered to the specified overseas warehouse, including transportation and insurance costs.		

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FOB	Free On Board. The Vendor is responsible for all costs up to the point where the Articles are delivered to the port from which the vessel will depart, including transportation and insurance costs.		
HDPE	High Density Polyethylene.		
MSDS	Material Safety Data Sheets (for dangerous goods).		
Packing List	Detailed Container information		
РО	Purchase Order and has the same meaning as that in the Trading Terms		
POD	Proof of delivery		
POS	Point of sale.		
Quiet Zones	EAN Orientation		
Shipping Mark	Carton Packing Label		
SSCC	Serial Shipping Container Code.		
Specifications and Standards	all particulars, drawings, samples or other description (if any), set out in a Purchase Order or given to You by a Buyer, all applicable laws, rules, regulations and standards (including, without limitation, those relating to Article labelling, packaging, testing and safety and trade practices) in the country in which the Articles are to be sold by Spotlight and any applicable standards as set out in the Vendor Compliance Manual.		
Spotlight Cross Dock Manual	Document outlining to Spotlight Vendors the Cross Dock Process.		
Spotlight DC	Spotlight's Distribution Centre.		
Support Group	<ul> <li>for New Zealand Vendors delivering direct to Spotlight stores in New Zealand – Spotlight's support group located at 22 Ryan Place, Manukau, New Zealand; and</li> <li>for all other Vendors – Spotlight's support group located at 111 Cecil Street, Melbourne, Victoria, Australia,</li> </ul>		
T & A	Tracks and Accessories.		
Trading Terms	Spotlight's current applicable trading terms		
Vendor	Vendor means the vendor named on the front page of the Trading Terms		



#### 3 LOCAL VENDOR DELIVERIES

#### 3.1 **Logistic EANs – Serial Shipping Container Code**

SSCC compliance is currently optional for Local non-Cross Dock Vendors.

Spotlight identifies that a Serial Shipping Container Code (SSCC) is an eighteen digit number, encoded in a barcode, and is generally GS1-128. SSCC barcodes are used at Spotlight to identify and control the following:

- Scan receipting at either a DC, Site or Store;
- Monitoring total SSCC's expected vs. total SSCC's delivered in order to determine split shipments to a DC, Site or Store;
- Validation of physical vs. scanned in order to meet compliance both locally and overseas:

Spotlight requests vendors to adhere to the GS1 standard SSCC format, comprising of an extension digit, a GS1 company prefix, a serial reference and a check digit.

Further detail: www.gs1au.org

The SSCC label must be compliant with the GS1 standards

### **Barcode Orientation and Placement**

Barcodes (Store ID barcode and SSCC barcode) shall be in Picket Fence Orientation on logistics units. The bars and spaces shall be perpendicular to the base on which the logistic unit stands. In all cases, the SSCC barcode shall be placed in the lowest portion of the label.

#### 3.1.2 Placement of SSCC labels on Unit

One SSCC label must be placed on each carton/pallet/logistic unit. Label placement must be on the side of Cartons, able to be read with the carton the right way up, and on one end for Blinds and Rolls.

## **Examples:**

## Cartons







# Rolls:



#### 3.2 **Local Vendors Delivering Direct to Stores**

I.e. AUSTRALIAN VENDOR DELIVERIES DIRECT TO SPOTLIGHT AUSTRALIAN STORES and NEW ZEALAND VENDOR DELIVERIES DIRECT TO SPOTLIGHT **NEW ZEALAND STORES** 

In addition to all other requirements specified in this Vendor Compliance Manual, Australian Vendors delivering direct to Spotlight stores in Australia (and New Zealand



Vendors delivering direct to Spotlight stores in New Zealand) must comply with the following requirements.

#### 3.2.1 Purchase Orders

### 3.2.1.1 Direct to store orders

All orders going direct to store will have one purchase order number per store, per ASN and the specific Spotlight store articles are to be delivered to must be specified. One Article quantity per line must appear in the purchase order, and this will be the quantity to be delivered on the required delivery date.

# 3.2.1.2 Complete Purchase Orders

All Articles ordered under a purchase order must be delivered to the Spotlight store together as a complete purchase order.

# 3.2.2 Delivery Dates

- Every purchase order will have a delivery date specified.
- Customer Urgent Orders must be despatched by the Vendor within 48 hours, unless a one off agreement has been made with the Buyer
- The Vendor must deliver all Articles ordered on the delivery date specified on the purchase order, including any promotional brochure Articles.
- Please note Spotlight does not accept backorders,
- Short, early and late deliveries will be claimed as per the Trading Terms
- If a Vendor cannot supply on time, they must immediately contact the Buyer and the affected store (the affected store will not have to be notified by the Vendor if other arrangements have been confirmed with the Buyer); and
- Deliveries can be made up to 5 working days prior to the delivery date, but not after.

# 3.2.3 Delivery Terms

All Articles will be delivered direct to Australian stores FIS (*i.e. Free Into Store*), and Vendors are responsible for all costs incurred in delivering the Articles to the Spotlight store, including, but not limited to, transportation and insurance costs. Vendors are responsible for any loss or damage to the Article up to the point of delivery and must ensure their carriers understand the expected delivery date requirements.

## 3.2.4 Making Deliveries Direct to Spotlight stores

Vendors must ensure site restrictions are factored in when packing orders for delivery direct to a Spotlight store. Please contact the Spotlight Supply Chain for store information.

# 3.2.5 Packing Articles in Cartons for store deliveries

Packaging merchandise in cartons for deliveries made direct to a Spotlight store must meet the guidelines below:

- The cartons used are strong and secure enough to protect the contents in the normal transport and distribution processes;
- The number of Articles in each carton must be clearly specified in writing on the carton;



- Where mixed cartons are supplied (orders in multiples of single units), the carton must be of the appropriate standard size and weight and is clearly marked as "MIXED CARTON";
- One carton size with same packs quantity e.g. all packs 24 or 36 etc, by article.
- Each carton must display the agreed shipping mark with all required detail
- The package forms a stable unit load;
- The carton does not display any misleading or unrelated information (for example, incorrect carton weight, incorrect Purchase Order/Article information)
- The carton does not display any misleading or unrelated information (for example, incorrect carton weight, incorrect purchase order/Article number information);
- Cartons are adequately sealed to avoid damage or pilferage;
- Metal and/or plastic strapping or stapling cannot be used (except in the case of plastic strapping for Blinds and Tracks);
- EVENT STICKERS must be placed in a prominent place on each carton referencing the relevant Event number.

#### 3.2.6 **Pallet Labelling**

If Articles are despatched in cartons or there are mixed items packed on a pallet, then it is important that each shipping carton is clearly labelled with the following information:

TO: Spotlight

Store: name & address From: (your company) **Consignment Number: Purchase Order Numbers:** No of cartons on this pallet: Carton of (Total cartons contained in delivery)

The original invoice should be attached to the relevant carton(s).

#### 3.2.7 Pallet Deliveries Direct to a Spotlight store

Vendors must factor in store specific site requirements when delivering pallets to stores. In addition:

- Pallets MUST be compliant with Australian Standard (for Australian local deliveries) or New Zealand Standard (for New Zealand local deliveries) pallet sizes:
- Pallets must not be damaged;
- Pallets must be stable, with heaviest items at the bottom;
- Maximum acceptable height of pallets is 1.8 m (including pallet);
- Maximum weight of a stocked pallet is 1 tonne;
- All Articles must be covered with shrink-wrap which is attached to the pallet securely to ensure stability and safety of Articles;

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- Where Articles are hanging over the edge of a pallet, the pallet load needs to be distributed evenly across the width of the pallet to ensure the pallet does not tip over during transporting, unloading or while in storage;
- All Articles in a purchase order must be on the same pallet. If this is not possible multiple pallets can be used;
- Shipping marks (carton labels) must face outwards wherever possible;
- Hazardous Articles cannot be packed with non hazardous Articles and must be packed and labelled in accordance with the Australian Code for Transport of Dangerous Goods; and
- Every pallet must have a pallet label on one side (refer to section 3.2.6 above)

# 3.2.8 Delivery of palletised stock to stores

All trucks delivering palletised stock to stores must either:

- Be Tail Gate Trucks; or
- Have side loading curtains

unless the store has a loading dock.

Loads that cannot be unloaded safely by the store will be rejected.

## 3.2.9 Invoicing of Purchase Orders

All invoices must include ALL of the following information:

- Vendor details:
  - ABN;
  - name & address of company;
  - Spotlight's Vendor code number;
  - invoice number (text and EAN); and
- Spotlight details:
  - Spotlight store address and store number (where appropriate);
  - Spotlight's purchase order number.
- The invoice must outline the following details of all the Articles coming with the invoice:
  - Article number
  - EAN;
  - item name and description;
  - quantity supplied;
  - the unit cost (as per the purchase order); and
  - extended line value.
  - IF the order contains PDQs, the invoice must contain detail per PDQ

# Do NOT include quantity ordered on the Invoice (only quantity supplied)

- Invoice currency
- The agreed payment terms



GST must be broken down into Total invoice amount excluding GST, GST Component, and Total including GST.

There can only be one purchase order number per invoice.

The original invoice must be attached to the exterior of the first carton or pallet being delivered in an "Invoice Enclosed" envelope. All invoices must be in currency of the Purchase Order unless specified on the PO

All invoices must state the composition of the item

Spotlight requires the Vendor to provide one invoice per purchase order or ASN.

## 3.2.9.1 Accounts Payable

All payments will be made in the same currency as the purchase order.

# 3.3 Local Vendors Delivering Locally via the Spotlight Warehouse

FOR BULK ORDERS TO THE SPOTLIGHT WAREHOUSE.

#### 3.3.1 Purchase Orders

- A Purchase Order will be raised as an approval to provide Articles to Spotlight in accordance with the Trading Terms.
- The Purchase Order will specify the Spotlight Warehouse as the delivery location. There will be only one quantity per line of the purchase order, and this will be the quantity to be delivered on or before the agreed delivery date.
- Each purchase order will include a Spotlight purchase order number. This number MUST be included in all correspondence and documentation.
- Each purchase order has a **Delivery Date** which is the date goods must be delivered by the Vendor to the Spotlight Warehouse.
- Purchase orders must be delivered in a logical sequencing manner.
- All Articles ordered under a purchase order must be delivered to the Spotlight Warehouse together as a complete purchase order.
- Any other packing requirements as specified on the purchase order must be met.
- Any other "special instructions" as noted on the purchase order must be met.
- Each purchase order must be supplied complete. PART OR SPLIT
  DELIVERIES WILL NOT BE ACCEPTED UNLESS THERE HAS BEEN
  BUYERS APPROVAL. THAT APPROVAL MUST BE IN WRITING.
  Spotlight will claim costs against any supplier who part ships orders
  without written authority.

# 3.3.2 Packing Lists

Every delivery must have a Packing List which is provided to the Anaconda Supply Chain at the time of booking.

Where there are multiple orders in a delivery, the Packing List must specify the details of each order.



The Packing List must refer to a single delivery.

The Packing List should always include:

- The name of Vendor;
- The name of the Receiver;
- The Purchase Order Number;
- A summary of the contents (including EAN Barcode No. and Article No.); and
- Quantity of Cartons per Article;

# 3.3.3 Delivery Dates

Refer to <u>3.2.2</u>

# 3.3.4 Delivery Terms

All Articles will be delivered direct to the Spotlight Warehouse FIW (*i.e. Free into Warehouse*), and Vendors are responsible for all costs incurred in delivering the Articles to the Spotlight warehouse or other specified destination, including transportation, insurance and export costs.

Vendors are responsible for any loss or damage to the Article up to the point of delivery and must ensure their carriers understand the expected delivery date requirements.

The following requirements for Spotlight Warehouse bookings must be met:

- 1. Bookings must be made at least 24 hours prior to delivery.
- 2. For all bookings and enquires call (03) 96754400 or email dchelpdesk@spotlight.com.au.
- When making a booking, a Purchase Order for the delivery must be quoted, as well as advice regarding the number of pallets being delivered.
- 4. The invoice and packing list must be provided at the time of booking request.
- 5. The warehouse will review the booking details and respond with a booking confirmation within 48 hours
- 6. For deliveries booked via email, ensure a confirmation has been received before delivery.
- 7. The address for all deliveries is:

Spotlight DC

217 – 225 Boundary Rd

Laverton North, 3208

Door 22

- 8. Discrepancies between the delivery and the Consignment Note will result in the delivery being rejected.
- 9. There is a 15 minute grace period either side of each booking for delivery (i.e. a 30 minute delivery window). If there are any delays outside this period, the Courier/Vendor must call to request a new booking. If possible, this will be accommodated, however if there are no timeslots available, the Courier/Vendor must rebook at a time we can accommodate.



10. If a Courier/Vendor simply arrives at a time outside their 30 minute delivery window their delivery WILL be rejected and they will be advised they will need to rebook.

## 3.3.5 Pallet Deliveries to the Spotlight DC

Vendors must adhere to the following requirements when delivering orders to Spotlight via the Spotlight DC:

- pallets MUST be compliant with Australian Standard (for Australian local deliveries);
- pallets must not be damaged;
- pallets must be stable, with heaviest items at the bottom;
- maximum acceptable height of pallets is 1.4 m (including pallet);
- maximum weight of a stocked pallet is 1 tonne;
- All Articles must be covered with shrink-wrap which is attached to the pallet securely to ensure stability and safety of Articles;
- where Articles are hanging over the edge of a pallet, the pallet load needs to be distributed evenly across the width of the pallet to ensure the pallet does not tip over during transporting, unloading or while in storage;
- Where there are multiple articles on a PO, each article should be palletised separately;
- Where there are multiple pallets of an Article, the pallets must be clearly marked as 1 of 3, 2 of 3 etc;
- The number of pieces on each pallet must be clearly labelled on the pallet (including Article no.);
- Shipping marks (carton labels) must face outwards wherever possible;
- hazardous Articles cannot be packed with non hazardous Articles and must be packed and labelled in accordance with the Australian Code for Transport of Dangerous Goods; and
- every pallet must have a pallet label on one side (refer to Section 3.2.6

   excluding Store name).

## 3.3.6 Invoicing of Purchase Orders

Refer to section 3.2.9

# 3.4 Local Australian Vendors Delivering for Overseas Spotlight Stores

AUSTRALIAN VENDOR DELIVERY TO SPOTLIGHT DC FOR EXPORT TO OVERSEAS STORES (NOT THROUGH CROSS DOCK)

In addition to all other requirements specified in this Vendor Compliance Manual, Australian Vendors delivering to Spotlight for export to overseas Spotlight stores (not through the Cross Dock process) must comply with the following requirements.



## 3.4.1 Purchase Orders

- All purchase orders going to overseas stores via the Spotlight DC will have one purchase order number per store, and the delivery location will specify a specific Spotlight store. There will be only one quantity per line of the purchase order, and this will be the quantity to be delivered on the required delivery date. The vendor must deliver to Spotlight DC at least 21 days before the Delivery Date.
- All Articles ordered under a purchase order must be delivered to the delivery location together as a complete purchase order.

# 3.4.2 Fumigation/MAF

All cargo that requires fumigation needs to be packed in separate cartons and invoiced separately.

Under no circumstances is untreated timber to be used to pack the Articles. For example: untreated timber, wooden carton inserts, or wooden products in their raw state.

Cartons containing fumigation stock MUST have a clearly visible FUMIGATION sticker on each carton.

### 3.4.3 Ceramic/Homeware Articles

All ceramic-ware (Homeware Articles) needs to have a heavy metal certificate for lead cadmium content with the exception of ceramic Articles from the following countries: Japan, Germany, Norway, France, Canada, Australia, Holland, Denmark, USA and United Kingdom.

### 3.4.4 Electrical Articles

All electrical Articles exported into New Zealand must comply with their specific standards.

No electrical stock should be sent to Singapore.

# 3.4.5 Delivery Dates

- Every purchase order will have a PO Delivery Date. Note when delivering for overseas Spotlight stores, the Delivery date is when required in store.
- Customer Purchase Orders must be despatched by the Vendor within 48 hours, unless a one off agreement has been made with the Buyer.
- The Vendor must deliver all ordered Articles 21 days in advance of the PO Delivery Date specified on the purchase order, including any promotional Articles.
- Please note Spotlight does not accept backorders.
- Short, late and early deliveries will be claimed as per the Trading Terms
- If a Vendor cannot supply on time, they must immediately contact the Buyer and the affected store (the affected store will not have to be notified by the Vendor if other arrangements have been confirmed with the Buyer)
- Deliveries can be made up to 5 working days prior to the required DC delivery date (i.e. 5 days prior to 21 days before the PO Delivery Date), but not after.



#### 3.4.6 **Delivery Terms**

All Articles will be delivered direct to the Spotlight DC FIW (i.e. Free into Warehouse), and Vendors are responsible for all costs incurred in delivering the Articles to the Spotlight DC, including, but not limited to, transportation, insurance and export costs. Vendors are responsible for any loss or damage to the Article up to the point of delivery and must ensure their carriers understand the expected delivery date requirements.

#### 3.4.7 Making Deliveries Direct to Spotlight DC

# All Export Goods:

- 1. Bookings must be made by 3pm the day prior to delivery.
- 2. For all bookings and enquires call (03) 96754400 or email dchelpdesk@spotlight.com.au.
- 3. For deliveries booked via email, ensure a confirmation has been received before delivery.
- The address for all deliveries is: 4.

Spotlight DC 217 - 225 Boundary Rd Laverton North, 3208 Door 7

- 5. The hours deliveries are accepted are between 7am – 12 noon BUT deliveries will ONLY be accepted with a prior booking.
- Early and late deliveries WILL be rejected. 6.
- 7. Two copies of the invoice must be provided with the goods.
- 8. Short and split deliveries will NOT be accepted.
- Loads of more than 0.5 cubic metres must be delivered on pallets. 9.
- 10. For large deliveries please ensure goods are packed at store level, with pallets per store or pallets per region.
- At the time of booking, manifests (by region) must be provided by 11. email as per the attached NZ & Sing Manifest template
- 12. Please ensure that your Transport company is aware of these instructions in order to avoid any delays.

### **MPI Goods:**

Vendors (whether Australian or Overseas Vendors) should refer to the MPI website to determine any specific requirements for merchandise that is destined for delivery into New Zealand stores

http://www.maf.govt.nz/biosecurity-animal-welfare/importing.

Products for shipment to New Zealand are subject to MPI (Ministry for Primary Industries) inspection. Any goods which are identified as MPI Risk (article of plant origin) need to be packed separately, and clearly identified with the below label, as per SRG Vendor Compliance Manual (VCM) requirements.

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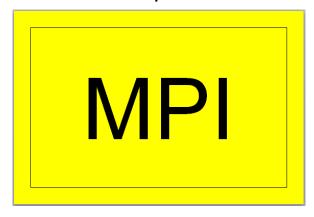
Colour: Yellow label with Black Text

Size: 100mm x 150mm

Wording: MPI



## See MPI Label Example below:



Under no circumstances is any timber to be used to pack the articles for shipment to New Zealand.

## **Short/Incomplete Deliveries:**

If the manifest/invoice does not match the actual stock received the Vendor will be required to collect the goods immediately at their own cost as we are unable to ship due to NZ Customs regulations.

# 3.4.8 Export Labels

#### 3.4.8.1 **Packing Articles in Cartons for store deliveries**

Merchandise packed in cartons for deliveries to the Spotlight DC must meet the following requirements:

- every carton must be strong enough and securely packed and sealed to ensure the contents are not damaged through standard handling and transporting of the cartons or the contents are not pilfered;
- the number of Articles in each carton must be clearly specified in writing on the carton;
- cartons must be stable;
- no misleading or irrelevant information can be on the carton(for example, incorrect carton weight, incorrect purchase order/Article number information);
- metal and/or plastic strapping or stapling cannot be used; and

#### 3.4.8.2 **Additional Labelling for Exports**

Spotlight's overseas stores require an additional label, an Export Label, on all cartons, rolls or bundles (as detailed below).

All incoming consignments must be addressed to the specific Spotlight store and have individually numbered cartons e.g. 1 of 3, 2 of 3, 3 of 3, etc.

If using old cartons or re-using import cartons, all old markings must be blacked out completely.

The Vendor must ensure that all Export Labels are filled out thoroughly, otherwise orders will be rejected.

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Articles will not be accepted without an Export Label. This label can be replicated to suit your output however it MUST correctly carry all the information from the format provided.

Each carton must be labelled with the following minimum requirements:

Colour: White label with Black Text

Size: 100mm x 150mm Store Number: S083 Store Name: Hastings

Store Address: 200 Avenue Road, Hastings, New Zealand 4122

PO Number - 8602147538

Carton # 1 of \_ Supplier

## See Store Label Example below

Store # **S083** 

Store Name: Hastings

Store Address: 200 Avenue Rd

Hastings

New Zealand, 4122

PO # 8602147538 CARTON: 1 / 3

Supplier: Vivian Enterprises

# 3.4.9 Invoicing of Purchase Orders

Refer to section 3.2.9, with the exception that:

- 1. All Export Order Invoices MUST include Country of Origin
- 2. With Export Orders the Invoice must be **GST Exempt**
- 3. With Export Orders a copy of the invoice, as well as the original invoice (i.e. 2 copies) must be attached to the order.

# 3.4.10 Export Declaration Number (EDN)

An Export Declaration Number (EDN) can be provided on request. The requests should be made per calendar month and must be emailed to helpdesk@spotlight.com.au.

The details should be in an excel spreadsheet and include:

- Purchase Order No.
- Invoice No. (pertaining to the PO for NZ or Singapore stores only)
- o Date
- o Dollar Value



#### 3.5 **Proof of Delivery (POD)**

PODs must include:

- the Spotlight store location/DC name;
- the Spotlight store number;
- an ASN/invoice number;
- the purchase order number;
- the date of the delivery; and
- a copy of the consignment note (containing all information specified in section 16.6) signed by a Spotlight employee as received.

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# 4 VERSION CONTROL

Version	Date	Author	Changes
14	25/03/2021	Andrea Griffiths	Reviewed – no updates required
13			<ul> <li>Removed Dangerous/Hazardous goods detail from 3.4.7 (as included now in the General Requirements module)</li> </ul>
12	1/10/14	Emily van Schaaik	<ul><li>3.3.2 Updated packing list requirements</li><li>Added attachment to pdf</li><li>Updated 3.4.7 MPI</li></ul>
11	30/04/2014	Emily van Schaaik	<ul> <li>Updated 3.1.3 SSCC label</li> <li>Updated 3.2.9:         <ul> <li>including article no. as invoice requirement</li> <li>including PDQ detail</li> </ul> </li> <li>Introduced 3.3.2 Packing List requirements</li> <li>Updated 3.2.4 with:         <ul> <li>invoice and packing list detail</li> <li>Update of door number</li> </ul> </li> </ul>