Super Retail Group

EDI Trade Partner Information Guide – Version 6

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Introduction

Super Retail Group Limited (SRG) comprises multiple businesses: Supercheap Auto, BCF (Boating Camping and Fishing), Goldcross Cycles, Ray's Outdoors, FCO (Fishing Camping and Outdoor) Amart Sports, Rebel, Workout World and Super Retail Commercial. Started in 1972 by Reg and Hazel Rowe, Super Retail Group has grown to become one of Australia and New Zealand's largest retailers with around 600 stores across Australia and New Zealand and annualised sales in excess of $ 2 Billion. With more than 11,500 team members, Super Retail Group's success is underpinned by its culture and core values.

To support our growing business, it is preferred that all Trade Partners trade electronically with Super Retail Group Limited.

The Super Retail Group Limited (SRG) EDI program has been designed using the EANCOM2002 EDIFACT standard for B2B connections. We aslo offer a web portal option.

EDI is the "Electronic Data Interchange" of information in a defined structure format between two business entities. There are many benefits to be gained by all participants in an EDI relationship. The major benefits of the process are,

- Faster, more efficient and more accurate procurement.
- Improved service levels and compliance.
- Improved overall supply chain visibility and efficiency.
- Collaborative business process.

This document will go into the key contacts, standards, processes, reporting implementation and business rules for EDI with Super Retail Group Limited (SRG).

By using this document and other information contained on the SRG website we hope that implementing EDI into your business with SRG will be a successful and smooth project.

Key Contacts

The SRG EDI team operate within the Lawnton Support Office, Brisbane. For queries in relation to SRG EDI engagement program, Please use the following email address:
Email: srgedi@superretailgroup.com

The SRG EDI team should be contacted with any queries in relation to:

- Technical support for EDI
- Message Implementation Guidelines (MIGs)
- EDI process & business rules
- GXS Compliance Link (e.g. creating an account, changing contact details, technical problems)
- GXS Active Orders (Web Based Portal)
- GXS DQC

For all EDI finance related queries please use the following email addresses:
Auto & Leisure Division ediap@superretailgroup.com.au
Sports Division accountspayable@rebelsport.com.au

The Finance team should be contacted with any queries in relation to:

- Rebate report updates
- Rebate deduction on remittance(s)
- Variance on rebate amounts
- How to reconcile remittances with rebate report
- Copies of rebate claim reports

The Merchandising team should be contacted with any queries in relation to:

- Purchase orders (e.g. quantities, delivery dates, items ordered, order values)
- Replenishment attributes e.g. minimum order quantities or value, lead times, delivery days, Inner/Outer unit sizes
- Master data updates e.g. GTIN, price, units of measure
- Any other replenishment and ranging related questions

Merchandising contacts per brand can be found as per the brands website.

www.supercheapauto.com
www.bcf.com.au
www.raysoutdoors.com.au
www.fco.co.nz
www.rebelsports.com.au
www.amartsports.com.au
www.goldcross.com.au
www.workoutworld.com.au
www.superretailcommercial.com.au

For further details on generating and applying unique logistics labels including SSCC barcodes, please refer to the Packaging, Barcodes & Logistics Specifications Document which can be found on the Trade Partner information page per brand or contact our packaging compliance team.
packagingcompliance@superretailgroup.com

For queries outside of SRG on EDI standards you may wish to contact GS1 Australia:
Axxess Corporate Park
Unit 100/45 Gilby Road
Mt Waverley, VIC 3166
National Number: 1300 366 033
www.gs1au.org

For queries outside of SRG on message interfaces you may wish to contact GXS Australia:
GXS (ANZ) Pty Limited
Level 10, 181 Miller Street
North Sydney, NSW 2060
Australia
Toll free no. 1 800 226 877
www.gxs-au.com

EDI Overview

It is preferred that all Trade Partners use EDI with Super Retail Group Limited. SRG has two methods available for Trade Partners to communicate via EDI, B2B – a business to business connection or web portal.

It will be the responsibility of the Trade Partner to ensure that all members of their organisation who will be managing/using EDI ongoing are invloved with the development, testing and implementation.

Super Retail Group Limited (SRG) will support the Trade Partner for a warranty period of 4 weeks after go live, after this time, it will be the responsibility of the Trade Partner to meet the business rules and requirements.

The EDI Standard (B2B Platform)

For the Super Retail Group (SRG) to efficiently and effectively trade electronically with all Trade Partners, it is necessary to use globally accepted standards. GS1 Australia has developed in conjunction with its global partners a set of EDI standards that have become widely accepted and used by a number of industries. It is these standards that SRG has adopted.

As a result of these standards SRG has develop SRG's Message Implementation Guidelines (MIGs). The MIGs developed have been based on the GS1 standard subset of UN/EDIFACT, EANCOM 2002 to ensure consistency and standardisation where possible. Trade Partners that require a variation to this format can contact GXS for suitable options.

Further details on GS1 standards can be found using their website: www.gs1au.org

Message Implementation Guidelines (MIGs) are available for each of the messages and contain details of the data elements, their meaning, use, business rules and other specific information. These can be obtained from the Super Retail Group Website. www.superretailgroup.com.au

Web Portal – Active Orders

The Active Orders web portal allows trade partners to receive, respond, despatch orders and receive financial information to and from Super Retail Group Limited like a B2B platform can but the web portal option does not allow the Trade Partner to integrate with their own internal systems.

Trade Partners who use the web portal are still required to follow the same timelines and process as per Trade Partners on B2B.

For speed to market purposes Trade Partners can commence using the web platform and migrate to B2B platform at a later date if so desire.

Trade partners will require at a minimum, access to an Internet connection & printer to print delivery labelling from the web portal.

If you would like to use this option or further details on web portal can be found by contacting the SRG EDI team SRGEDI@superretailgroup.com.

Value Added Networks (VAN)

Value Added Networks (VAN's) are third party network providers that are contracted by a company to facilitate electronic data interchange (EDI) or provide other network services. SRG has chosen to partner with Global Exchange Services (GXS) to manage its EDI communications.

There are a variety of VAN's available for use dependant on the needs of your business. SRG has a list of VAN's available by request as well as the GS1 Australia lists a number of partners that are compliant with the use of GS1 standards, this list can be obtained from their website. www.gs1au.org

The Basic Process Flow

The diagram below demonstrates a basic process flow for simple order placement, acceptance receipt and payment. This is the flow that SRG will implement and must be followed by all Trade Partners as required.
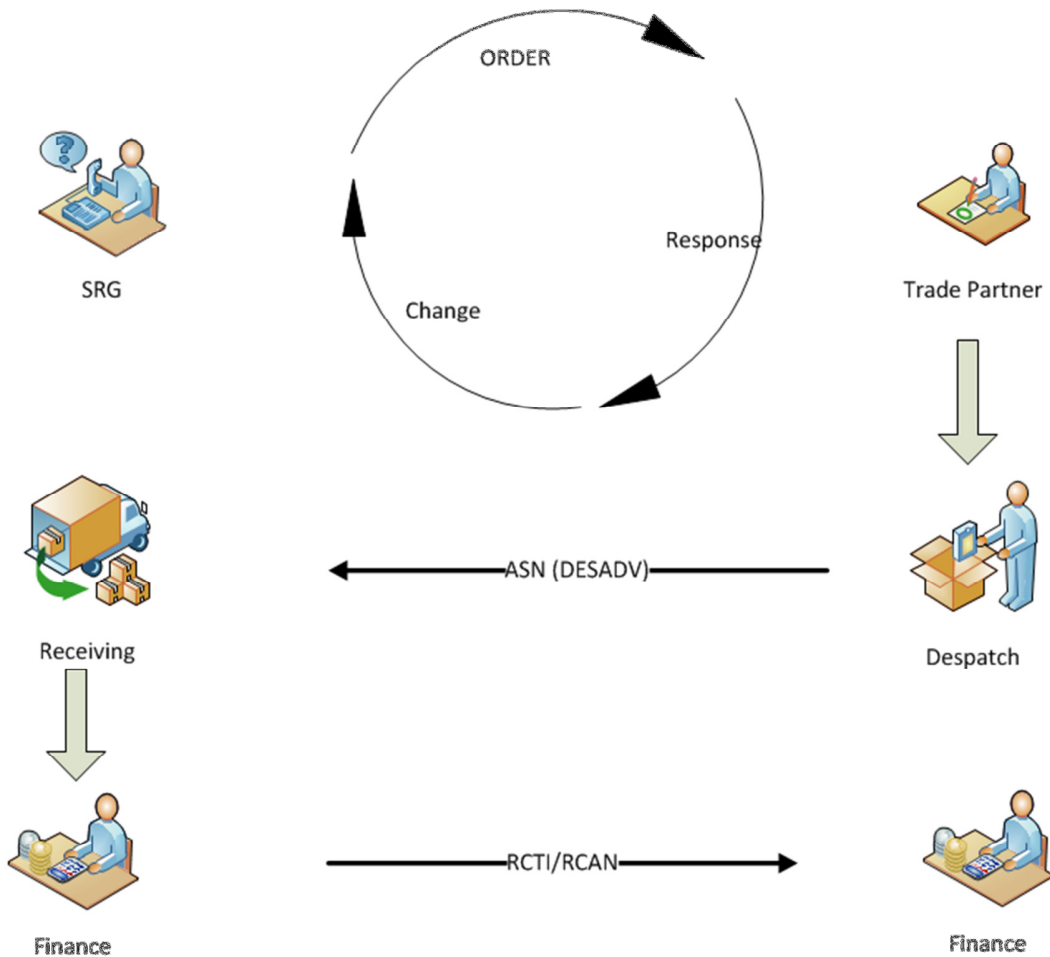
Other messages, such as transport and planning, may be developed in the future. As changes occur Trade Partners will be notified.

Development & Testing Process - GXS Compliance Link

All Trade Partners using the B2B method of EDI are required to use the GXS Compliance Link website to complete development and testing of their EDI messaging.

As the testing reflects the requirements of EDI post go live, it is the responsibility of the trade partner to ensure that all members of their organization are involved with the development, testing and ongoing use of EDI and the information provided within these messages.

Within the GXS compliance link website, Trade Partners are to complete all required tasks before going to production. If the Trade Partner has modified their testing in order to complete the compliance link, Super Retail Group may request Trade Partner to restart testing, post go live.

Once you have activated your Compliance Link, SRG expects the whole process to take approximately 6 weeks.

Trade Partners must agree to terms and conditions within the compliance link website to move forward to production.

Moving to Production

Once testing and development has been completed within GXS Compliance Link, the Trade Partner is required to,

- Sign the required RCTI/BCTI agreement with SRG
- Provide contact details for EDI
- Agree to a go –live date with SRG
- Cleanse master data
- Provide a copy of delivery labelling including a SSCC barcode

SRG will support the Trade Partner for a warranty period of 4 weeks after go live, after this time, it is the responsibility of the Trade Partner to meet the business rules & requirements ongoing once live on EDI.

EDI Reporting - GXS Active Intelligence

Trade Partners EDI compliance will be reported on using GXS Active Intelligence which will be added into Trade Partner scorecards.

Active Intelligence records all details passing through the SRG EDI gateway including messaging response times.

Trade Partners will be able to access their own reporting by contacting the SRG EDI team SRGEDI@superretailgroup.com.

Overview

Due to the complex nature of SRG's supply chain network, separate messages have been developed for procurement non-stock and services. The message suite developed supports delivery both Distribution Centres (DC) and Direct Store Delivery (DSD).

SRG will be using the following messages for EDI implementation, all of which are considered mandatory to be a part of the program:

Name	Short Description	Message Flow
Purchase Order	ORDERS	To the Trade Partner
Purchase Order Response	ORDRSP	From the Trade Partner
Purchase Order Change	ORDCHG	To the Trade Partner
Despatch Advice	DESADV	From the Trade Partner
Recipient Created Tax Invoice (RCTI)	INVOIC	To the Trade Partner
Recipient Created Adjustment Note	INVOIC	To the Trade Partner

*Control messages (CONTRL) are preferred as they allow both parties to identify any issues with sending and receiving messages.

There are 2 key identifiers in the messages;
- GTIN (Global Trade Item Number) for identifying the item ordered.
- GLN (Global Location Number) for identifying locations and parties such as the 'deliver to' location & the retail brand making the purchase.

Trade Partners will be responsible for maintaining their own GLN information which will be found on the E-Business page of Super Retail Group Website. www.superretailgroup.com.au

Message Implementation Guidelines (MIGs) are available for each of the messages and contain details of the data elements, their meaning, use, business rules and other specific information. These can be obtained from the Super Retail Group Website. www.superretailgroup.com.au

Purchase Order (ORDERS)

The purchase order message used by SRG covers the following order types,

- Standard Order
- Customer Orders (Same as a standard order, but different processing rules)
- Blanket Order
- Call off Order (Contracted Order) also being used to transmit the splits for XDocking
- Service Order
- Consignment Order

Standard replenishment orders are generated once a week for each of the SRG brands but, additional orders may be generated anytime. As the SRG transmits electronic orders frequently it recommended that our Trade Partners poll frequently to ensure all orders are received.

Purchase orders are created based on a separate purchase order with the following specifications,

- Currency
- Contains one site for delivery (XDock splits will be the only exception)
- Contains one Vendor Sub Range (VSR) is applicable
- Contains one delivery date for DC orders and a defined delivery window for DTS orders
- GTIN are required for all products on the order (Service and customer orders are the exception)
- Can contain multiple contracts
- Price per unit of measure

Further technical information on purchase order details can be found in the ORDERS MIG.

Purchase Order Response (ORDRSP)

A purchase order response is required for selected order types as outline within the MIG regardless of acceptance, change or rejection. Trade Partners are required to check the contents of the orders and either accept in full, accept with change or reject in full by validating details as well as their ability to supply in full and on time.

Details which require validation within the order response process,
- Ordered Unit Price
- GTIN of Ordered unit of measure
- Quantity
- Delivery Date
- Delivery Site

The purchase order/response process is to be completed within 48 hours of the order being received for local orders. Trade Partners return a purchase order response to SRG in the format identified in the ORDRSP MIG.

Any refill or locally supplied purchase order that has not been responded to within 5 business days after the original release date will be closed off and a deleted order change message will be sent advising of the PO closure.

Options for Order Responses

Fully Accepted (FA)
If the whole order is accepted, only header information is required to be returned to SRG as per the MIG. This indicates that the details are correct and the Trade Partner is able to fulfil the order exactly as requested. Trade partner is now able to move to the pick and pack process to create the despatch advice. The purchase order is lock down from making changes from this point.

Accepted with Change (AWC)
If the whole order is accepted with changes, the message must contain the correct details for those lines that are misalighted and will have the change or rejection function at the line level. This indicates that the order will not be supplied by the Trade Partner until the misalighted information has been corrected. Trade Partner is not to process the order until a purchase order change message is received.

Fully Rejected (FR)
If the order is rejected in full, only header information is required to be returned to SRG as per the MIG. This indicates that the order will not be supplied by the Trade Partner and order will delete at SRG. Trade Partner is not to send this order to a SRG site.

It may require a number of iterations to achieve an agreed order, so frequent polling during the day will be necessary. Super Retail Group receives and processes order responses frequently and may take 24 hours to respond.

Reponses are monitored and actioned Monday to Friday, Sydney business hours for Sports Retailing and Brisbane business hours for other divisions. Phone and email communication may be required to support the purchase order/order response process; however it cannot replace the purchase order/order response messages.

Further technical information on purchase order response details can be found in the ORDRSP MIG.

Purchase Order Change (ORDCHG)

A purchase order change (ORDCHG) will only be exchanged in relation to an accepted with change order response or to notify of a cancelation of an order that has not been responded to within 5 days of creation.

The ORDCHG will reference the original PO and either contains all lines on the original PO identifying which ones have been changed, deleted or added or the ORDCHG will contain only header data if SRG decide not to continue with the order.

Please note that Super Retail Group Limited will endeavour to create the initial purchase order in line with agreed minimum purchase order requirements as outlined within the trading terms and that this minimum order agreement will no longer be applicable if your ORDRSP causes the order to fall below that agreement.

Further technical information on purchase order change details can be found in the ORDCHG MIG.

Despatch Advice (DESADV)

The Despatch Advice is commonly referred to as an ASN (Advance Shipping Notice). Creating carton/pallet labels and despatch advices (DESADV) requires that all items are picked and packed for the location detailed on the purchase order.

The following points are recommended to Trade Partners to ensure integrity of data and that the DESADV accurately details the shipped quantities to SRG:

- Interface Purchase Orders directly to your picking system.
- Use a scan pack system to pick, pack and despatch.

All orders must have had a fully accepted ORDRSP before the despatch advice is accepted by SRG. If a despatch advice is sent prior to the order acceptance, a notification will be sent to the Trade Partner to correct a.s.a.p. by GXS Active Intelligence.

For further details on generating and applying unique logistics labels including SSCC barcodes, please refer to the Packaging, Barcodes & Logistics Specifications Document or contact our packaging compliance team. packagingcompliance@superretailgroup.com this document can be found via the Trade Partner information page on the applicable brands website.

The DESADV must detail the agreed ordered GTIN (the barcode number of the product which has been ordered) and match the physical shipment.

Each shipment from a Trade Partner will be covered by a single Despatch Advice that will describe all items on the shipment.
- DTS (Direct To Store) shipment is to have a 'one PO to DESADV' relationship per site.
- DC (Distribution Centre) deliveries can contain multiple PO references per DESADV per site.

It is acceptable to have multiple DESADV per PO if more than one shipment is required to fulfil the PO for DC only. For example, if the entire order is too large to be sent on a single truck, one DESADV would be used for each truck even though the order number is the same.

Trade Partners should transmit the DESADV to SRG upon completion of the packing process for each shipment. This is to be sent as early as possible to ensure it is processed ahead of the arrival of the physical shipment to the relevant site. DESADV for distribution centres must arrive within 2 hours of the physical delivery at the site otherwise your delivery may be rejected. The combination of Despatch Advices and SSCC labels will improve the accuracy and speed of receipt.

Note: SRG DESADV messages are structured and covers Standard deliveries, XDock, Factory Gate pickup as well as carton/palletised or shipment. SRG will process EDI messages as they are received. EDI communication errors will be managed during Brisbane business hours.

Further technical information on despatch advice details can be found in the DESADV MIG.

Delivery into Store

For all deliveries into our stores, the stock will need to be labelled with a logistics labelling that includes:

- The ASN Number as sent to SRG.
- SSCC per level of packaging in GS1-128 symbology
- Store Brand, address and store number, as noted on the order.
- Trade Partner name & address details.
- Number of pallets or cartons in the delivery (e.g.: 1 of 5, 2 of 5)

Please ensure that the support office addresses is not listed as the delivery address for store orders as they will be turned away. If a pallet is used in the delivery, the required pallet transfer documentation is required.

Delivery into Distribution Centre

For all deliveries into our DC'S, the stock will need to be labelled with a logistics labelling that includes:

- The ASN Number as sent to SRG.
- SSCC per level of packaging in GS1-128 symbology
- Store Brand, address and store number, as noted on the order.
- Trade Partner name & address details.
- Number of pallets or cartons in the delivery (e.g.: 1 of 5, 2 of 5)

If a pallet is used in the delivery, the required pallet transfer documentation is required.

All deliveries into the SRG supply chain network need to be scheduled into the applicable distribution centre at least 24 hours prior to the due date of the Purchase Order by either contacting our distribution centre teams or using Dock Appointment Scheduler (DAS).

DAS is a web based appointment booking tool that enables authorized users to make appointments to deliver to a Super Retail Group distribution centre.

For SRG Distribution Centres that use DAS for appointments, the Trade Partner can only make appointments using DAS. The Trade Partner will be advised and given manuals on using DAS.

For Distribution Centres that do not use DAS for appointments, the Trade Partner will need to make a booking for delivery with our distribution centre team directly. Purchase orders must be booked on the date of delivery requested in the purchase order.
When booking in a delivery the Trade Partner must provide:
1. Advance Shipping Notice (ASN) number or Purchase Order number
2. Number of pallets / cartons per load / delivery
3. The type of pallet, i.e. Loscam or Chep

A 6 digit booking reference number will be provided for each successful appointment.

Bookings are made directly with the receiving DC using the following details:

Perth	perthbooking@superretailgroup.com
Loganlea	loganleabooking@superretailgroup.com
Lawnton	lawntonbooking@superretailgroup.com
Auckland	aucklandbooking@superretailgroup.com
Altona	altonabooking@superretailgroup.com
Sydney	(DAS) http://www.dockappointments.com.au

** Transport providers can make the booking on behalf of the Trade Partner using DAS or calling the DC (as applicable); however it is the responsibility of the Trade Partner to ensure that the delivery arrives on time and meets the EDI terms and conditions of delivery.

Goods Receipting Process

Super Retail Group will be receipting deliveries by scanning the SSCC at the pallet or carton level as apposed the individual product at both DC & Store sites.

Super Retail Group will pay only for what is scanned at the time of the goods receipt and reflected in the trade partners ASN.

Any SSCC which has not be delivered within 5 days of the delivery date as provided by the Trade Partner will be zero receipted and returned to the Trade Partner if delivered past that time.

Returns Process

If the Trade Partner incorrectly supplies (physical is less than or greater than the ASN), the difference will be RTV back to the supplier once the discrepancy process has been completed to correct our stock levels. These RTV's will either relate to a physical return of stock or an adjustment and will be sent via an RCAN message.

If a miss pick has found to occurred, the ordered product will be RTV back to the Trade Partner. E.g. If the order is for a blue chair, but red chair is supplied. An RTV will be generated referencing the PO and blue chair yet the Red chair will be returned to the Trade Partner outside of the EDI process.

If a Trade Partner supplies product which is not on or related to the order, it will be returned the Trade Partner outside of the EDI process.

SRG retains the right to reject, receipt or dispose of any excess, incorrect, unacceptable or damaged stock. Communication of the action will happen with the Trade Partner involved.

Australian Recipient Created Tax Invoice (RCTI) / New Zealand Buyer Created Tax Invoice (BCTI)

The recipient created tax invoice is sent to the Trade Partner by Super Retail Group on behalf of the Trade Partner to replace the invoice normally sent by the Trade Partner for payment.

Using this agreement moves the responsibility of calculating the correct GST (Goods and Services Tax) from the Trade Partner to SRG for local purchasing only.

A signed agreement is required with all EDI Trade Partners for all trading SRG brands to issue RCTI / BCTI's before moving to production.

RCTI / BCTI's will be generated overnight and sent for all goods receipts that were completed during that day.

There is a one to one relationship between the RCTI / BCTI and DESADV. The RCTI / BCTI will provide details of how the payment amount was arrived at and will significantly reduce the amount of work currently performed by both parties through improved accuracy.

Any disputes with the RCTI / BCTI amounts will need to be followed up promptly with the Group's Accounts Payable Department within 5 working days of receiving the RCTI.

Further technical & business rule information on recipient created invoice and credit note details can be found in the INVOIC MIG.

Discrepancy Process

All receipt discrepancies will be checked by our DC distribution centres and Store teams prior to verification of the order (this is a hard copy checked and signed off by management).

The Trade Partner is invited to raise any discrepancy concerns with SRG once the RCTI is issued. A 5 working day window has been provided from issue of the RCTI to dispute any discrepancies.

If the Trade Partner contacts Super Retail Group after this window, it is up the accounts payable teams' discretion to investigate.

Australian Recipient Created Adjustment Notice (RCAN) / New Zealand Buyer Created Credit Note (BCAN)

This message is used to transmit credit request details to the Trade Partner and will be generated and sent nightly when they occur.

Examples of the use of this message are:
- Fixes to incorrect data in an RCTI / BCTI
- Warranty claims
- Agreed claims for return of stock
- Any disputes with the RCAN / BCAN amounts will need to be followed up promptly with the Group's Accounts Payable Department.

Frequently Asked Questions

General

Do I have to communicate via EDI with Super Retail Group?
It is preferred that all Trade Partners communicate with SRG via EDI, this can either be via B2B – Business to Business or Web Portal. If Trade Partner does not wish to communicate via EDI, an administration fee may be applied.

My organisation does EDI with other retailers, isn't it all the same?

EDI requirements are different per retailer, As SRG does 5 EDI messages, you may have the same name for the message, but the MIG may not hold the same information which is required for SRG.

How long does EDI take from start to Go Live?
Once you have activated your Compliance Link, SRG expects the whole process to take approximately 6 weeks.

Which VAN provider do I pick?
Its best pick a VAN which is suitable for your needs and your budget. SRG has a list of VAN's available by request as well as the GS1 Australia lists a number of partners that are compliant with the use of GS1 standards, this list can be obtained from their website. www.gs1au.org

Once I am EDI with one SRG brand, do I need to go through the process again for other SRG brands?
No, once you have been though SRG EDI process, you are compliant for all our brands.

SRG Stores are contacting me?
If an SRG store contacts you directly, please refer them to our SRG support centre to assist them.

Purchase Orders

How do I tell which brand is making the purchase?
Within the EDIFACT message, we provide the brand making the purchase in the NAD buyer segment. Brand GLN's can be found within the GLN information which will be found on the E-Business page of Super Retail Group Website. www.superretailgroup.com.au

I don't know a GLN within my purchase order?
GLN (Global Location Number) for identifying locations and parties such as the 'deliver to' location & the retail brand making the purchase. All SRG GLN information can be found on the E-Business page of Super Retail Group Website. www.superretailgroup.com.au.

If there is an issue with the SRG EDI system, will I be sent a manual order?
From time to time, circumstances may change and you will be notified if a manual order needs to be sent from SRG. Once your organisation is live on EDI, manual orders for ranged products will not be required to be actioned unless you are notified by the SRG EDI team.

I haven't received any orders, who do I contact?
Please contact the relevant team as outlined in the key contacts at the front of this guide as per your product.

Purchase Order Response

Do I need to send an order response for every purchase order I receive?
A purchase order response is required for every order regardless of acceptance, rejection or change. The exception to the rule is XDock splits, Service and Special orders

When do I need to send the orders response by?
The purchase order/response process is to be completed no later than 48 hours after the order was raised. If the order has not been responded to within 5 working days, the order will be cancelled.

What happens with back ordered products?
Super Retail Group does not *accept back orders*. If you are not able to supply an item please notify us by your purchase order response. Our replenishment system takes this into account stock supplied and may re-order if stock is required.

I am out of stock of a product – who do I contact?
Please contact the relevant team as outlined in the key contacts at the front of this guide as per your product. If you can, provide a date for when the product will be back in stock.

Can I supply a substitution?
SRG does not allow substitution of items. Any products delivered which are not ranged by SRG will be returned to the Trade Partner, communicated and managed outside of the EDI process.

Can I resend a revised order response if stock becomes available?
An order response can be sent numerous times until it is fully accepted by the Trade Partner. If a response is sent after a fully accepted, the message will be held by GXS Active Intelligence and the Trade Partner will be notified.

What if I can't supply an item on an order?
If an item cannot be supplied, then an "accepted with change" response would be sent and the information will need to be sent back in the purchase order response.

If I reject any part of my purchase order, do I continue to process the order?
If you reject any part of the order; it is to be considered as cancelled and removed from your system. No stock is to be supplied for the order unless SRG sends either an ORDCHG in relation to the original order or a replacement order.

Despatch Advice

When do you require me to send the ASN by?
Please send thought your ASN upon completion of your packaging process for each shipment to ensure that it arrives and is validated thought SRG systems prior to the goods arriving at a SRG site.

What happens if my delivery arrives before the ASN to a SRG site?
Due to location of our stores and distribution centres – this can happen.
- Our stores wait 24 hours before logging an issue with our EDI team if an ASN isn't available, the EDI team will make contact with your to have the despatch advice sent to allow the goods recepit.
- Our DC's wait 2 hours before logging an issue with our EDI team if an ASN isn't available, the EDI team will make contact with your to have the despatch advice sent to allow the goods recepit.

What do I need to do if my order has been rejected on delivery at a Distribution Centre?
If your order is rejected for not meeting our terms and conditions of delivery, the order will need to be rebooked for delivery as soon as possible. A new ASN is not required to be sent from the Trade Partner.

What do I need to do if my order has been rejected on delivery from a Store?
Please contact the relevant merchandising team outline in the "Key Contacts" within this document, so our merchandising team can follow up with the store.

I have received a notification that my despatch advice has been placed on hold?
If your despatch advice has been sent prior to a full order acceptance message, the despatch message will be placed on hold. As per SRG business rules, a despatch advice cannot be sent until a full order acceptance.

Can I split my ASN over multiple deliveries ?
It is acceptable to have multiple DESADV per PO if more than one shipment is required to fulfil the PO into a Distrbution Center. For example, if the entire order is too large to be sent on a single truck, one DESADV would be used for each truck even though the order number is the same.
For direct to store deliveries, only one ASN can be sent for the purchase order.

How do I create a SSCC label?
For further details on generating and applying unique logistics labels including SSCC barcodes, please refer to the Packaging, Barcodes & Logistics Specifications Document or contact our packaging compliance team. packagingcompliance@superretailgroup.com

Recipient Created Tax Invoice

What date will the RCTI be generated?
SRG will generate the RCTI on the evening the good receipt occurred within a SRG site.

I have a POD for my delivery, but I have not received a RCTI?
Please contact the relevant team as outlined in the key contacts at the front of this guide as per your product.

How to I match up my orders to the RCTI?
The RCTI document number will be your reference number that you sent in the ASN. If you do not send a reference in the ASN then this will be the PO number that relates to the delivery. The RCTI also contains your ASN reference number and line item detail sent by the Trade Partner to SRG. It is the responsibility of the Trade Partner to ensure they have a method of matching this up prior to going EDI live with SRG.

What If I don't agree with the RCTI?
The Trade Partner is invited to raise any discrepancy concerns with SRG accounts payable team once the RCTI is issued. A 5 working day window has been provided from issue of the RCTI to dispute any discrepancies. If the Trade Partner contacts Super Retail Group after this window, it is up the accounts payable teams' discretion to investigate.

Who should I contact if I have an issue with the RCTI?
If you have an issue with your invoicing, please contact your finance team contact or email
ediap@superretailgroup.com.au

Remittance Advice

How do I receive my remittance?
The remittance advice will be sent to the Trade Partner at the end of the trading term period by email and will be either an Excel Spredsheet (xls) or Portable Document Format (PDF).

How are promotions & rebates communicated under the EDI process?

These will be listed in your remittance advice. Any invoice request e.g. promotional support will be communicated to you as per your current process with the merchandising teams. These will be deducted from your payment has per your trading terms.

If you require a copy of your rebate invoice, please make contact our merchandising teams.

I am unsure about some entries in my remittance advice?
If you have an issue with your invoicing, please contact your finance team contact or email
ediap@superretailgroup.com.au