



INTERNATIONAL LOGISTICS PROCEDURES

FOR

 **Arcadia Group Limited**

BURTON DOROTHY PERKINS EVANS *Miss Selfridge* OUTFIT TOPSHOP TOPMAN wallis

Version 5.9

SQ Manager is required to review and approve before implementation.

Name: Craig Stevens

Date: 05/06/2018

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1) PURPOSE AND SCOPE OF ILS LOGISTICS PROCEDURES

The objective of this ILS Logistics Procedure (LP) is to document the requirements of **Arcadia Group Ltd.**

The LP documents the alignment of processes between APLL and its vendors based on the mutually agreed scope of services.

The following information will be included in this document:

- General Information
- Nominated countries and destinations
- Vendor and Supplier Management
- Origin Cargo Management
- Document Management
- Invoicing Management
- Destination cargo Management
- Reporting Management
- Information Management

This LP will subsequently be used by APLL as the basis and reference for developing operations processes to meet APLL commitments and develop training guidelines for our operations teams.

SUMMARY OF NOMINATED SERVICES

	TRANSPORTATION MANAGEMENT
YES	Ocean (CNS) Carrier direct FCL shipments
	Ocean (CNS) Forwarder direct LCL shipments
	Ocean (CNS) Carrier direct shipments with Hub consolidation services (MCC or Mixing Hub)
YES	Ocean (CNS) Cross Dock Consolidation
	Ocean (CNS) Factory Loaded Shipments
YES	Ocean (NVO) APLL's FCL forwarding services (HBL issued)
YES	Ocean (NVO) APLL's LCL forwarding services (HBL issued)
	Ocean (NVO) APLL's Ocean Guaranteed LCL (HBL issued)
	Ocean (NVO) APLL Guaranteed Continental – Intact (HBL issued)
	Ocean (NVO) APLL Guaranteed Continental – Transload (HBL issued)
	Ocean (NVO) APLL's direct MBL forwarding services (no HBL issued – limited availability)
	Air (ALM) Air freight booking with Arcadia's nominated air forwarder
	Air (EAS) Air freight booking with APLL's nominated air forwarder

YES	Truck (CNS) Land transportation with Arcadia's designated trucker
YES	Truck (NVO) Land transportation with APLL's designated trucker
	Rail (CNS) Transportation with Arcadia's designated rail carrier
	Rail (NVO) Transportation with APLL's designated rail carrier
	Multimodal Transportation such as Sea-Air or Air-Sea
	VENDOR / SUPPLIER MANAGEMENT
	Purchase Order Management
	Importer Security Filing
	Production Tracking
	ORIGIN CARGO MANAGEMENT
	Store Door Pick up, milk runs, supervised loading
YES	Customs Clearance
YES	Consolidation
YES	Document Management
	Other services
	INVOICE MANAGEMENT
	Standard invoicing
YES	Customized invoicing
	DESTINATION CARGO MANAGEMENT
	Store door Delivery
	Deconsolidation
YES	Customs Clearance (For Arcadia non-system clearance requests)
	Other Services
	REPORT MANAGEMENT
	Standard reports
YES	Customized Reports
	INFORMATION MANAGEMENT
YES	Inbound EDI
YES	P O Management
YES	Outbound EDI
	ASN Manager
	Label printing, scanning or packing list input
YES	Electronic booking
YES	VISIBILITY MANAGEMENT
	Input shipments for visibility without handling the booking or the cargo transportation
YES	LSS Access**<i>applicable to APLL operations, shippers/vendors, and customers subscribing to Production Tracking</i>

Note , only use any "LSS" fields if customer has migrated to LSS

2) GENERAL INFORMATION

ARCADIA INFORMATION

ARCADIA		MAIN OFFICE	
ACS123 Master Code: AGL		ACS123 Arcadia Code: AGL 2 customers code required (Arcadia Brands) - AGL	
LSS Business Partner (Customer) Code: BP_AGL		LSS Business Partner (Customer) Code : BP_AGL	
C-TPAT SVI#		---	
Company Name		Arcadia Group Limited (Arcadia Brands)	
Street / P.O. Box		2 nd Floor Colegrave House	
City		70 Berners Street	
State		London	
Country		UK	
Postal code		W1T 3NL	
Designation	Contact Name	eMail Address	Telephone
Management (UK Escalation only)	Derek Pouncey International Operations Controller	Derek.pouncey@arcadiagroup.co.uk	+44 (0)207 339 2358
Primary (daily correspondence / approvals)	Shabana Rana Onsite Account Coordinator	Arcadia.imports@arcadiagroup.co.uk	+44 (0)797 130 8774
	Ian Waldron Import Freight Man	Arcadia.import@arcadiagroup.co.uk	+44 (0)207 339 2561
	Francisco Noguera Import Freight Man Assistant	Arcadia.import@arcadiagroup.co.uk	+44 (0)207 339 2894
Systems	TBC		

ARCADIA AFFILIATE, DIVISION, OR OTHER PARTNER INFORMATION

ARCADIA		MAIN OFFICE	
Relationship:		ACS123 Arcadia Code:	
		LSS Business Partner (Customer) Code:	
C-TPAT SVI#		---	
Company Name		---	

APL LOGISTICS, LTD		EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		ARCADIA GROUP LTD DATE: 24 APRIL 2018
Street / P.O. Box		---		
City		---		
State		---		
Country		---		
Postal code		---		
Designation	Contact Name	eMail Address	Telephone	
Primary	---	---	---	
Secondary	---	---	---	

ATTACHED HERWITH THE CONTACT DETAILS FROM ARCADIA



CUSTOMS BROKER INFORMATION

	Destination	
Division	Arcadia – Import Department	
Company Name	Arcadia Group Ltd	
Street / P.O. Box	2 nd Floor Colegrave House	
City	70 Berners Street	
State	London	
Country	UK	
Postal code	W1T 3NL	
Primary Contact	support.centre.work.management@arcadiagroup.co.uk	
eMail Address	<i>Please use above e-mail addresses for OBA's/documentation and customs clearances communication.</i>	
Telephone	For original documentation pouching, this should follow instruction listed on page 52 (Arcadia Leeds address provided)	
Secondary Contact	Support Centre Work Management Team	Adam Suessmuth
eMail Address	support.centre.work.management@arcadiagroup.co.uk	
Telephone	0113 380 6720	
Secondary Contact		
eMail Address		
Telephone		

COMMUNICATIONS

Arcadia Import office opens Monday – Friday (9.00 – 17.00) UK Time
Arcadia's office is not open on Saturday and Sunday + UK Bank Holidays

APLL UK must respond to Arcadia's email queries within 2 hours

All emails to APLL origin Offices must always be routed or with copied to APLL UK

ARCADIA INTAKE MANAGEMENT (SHIPMENT AUTHORIZATION / OP'S) COMMUNICATION

Designation	Contact Name	eMail Address	Telephone
Primary Contact	Shabana Rana	ARCADIA.IMPORTS@ARCADIAGROUP.CO.UK	+44 (0) 79 7130 8774
Secondary Contact	Ian Waldron	ARCADIA.IMPORTS@ARCADIAGROUP.CO.UK	+44 (0) 207 339 2561
Secondary Contact	Francisco Noguera	ARCADIA.IMPORTS@ARCADIAGROUP.CO.UK	+44 (0) 207 339 2894

APL LOGISTICS UK (SHIPMENT AUTHORIZATION) COMMUNICATION

Designation	Contact Name	eMail Address	Telephone
Primary Contacts	Ashley Dodds / Antonio Morente / Kristina Amirova / Nicole Asprou	Arcadia_Ops@apllogistics.com	Refer to APLL contacts below.

APLL INFORMATION

Designation	Contact Name	eMail Address	Telephone
Primary Logistics Analyst or CSR (Op's Team Lead)	Lisa Toop	Lisa_Toop@apllogistics.com	+44 (0) 208 536 3440
Deputy Team Lead	Ashley Dodds	Ashley_Dodds@apllogistics.com	+44 (0) 0208 536 3442
Secondary L.A. or CSR	Antonio Morente	Antonio_Morente@apllogistics.com	+44 (0) 208 536 3443
Secondary L.A. or CSR	Nicole Asprou	Nicole_asprou@apllogistics.com	+44 (0) 208-536 3438
Secondary L.A. or CSR	Kristina Amirova	Kristina_amirova@apllogistics.com	+44 (0) 208-536 3486
Account Manager	Kristen McPhail	Kristen_McPhail@apllogistics.com	+44 (0) 208 536 3497 +44 (0)77 676 11507
Key Account Program Manager	Daniel Haletzki	Daniel_Haletzki@apllogistics.com	+44 (0) 208 536 3496
Logistics Analyst	Malwina Linek	Malwina_linek@apllogistics.com	
Regional Retail Director, EMEA, Executive Sponsor	Jon Buckley	Jon_Buckley@apllogistics.com	+44 (0)7802 919 202
Key Account Development Manager	Helen Barker	Helen_barker@apllogistics.com	+44 (0) 7442 505 728
Systems Implementation / IT	Michaela Meier	Michaela_meier@apllogistics.com	

Roadmap support

APLL Origin Contacts – List attached

Arcadia Origin
Contact List 17.05.201**COMMODITIES**

Garments	Shoes	Accessories
For any commodities not mentioned above: Alcohol / Hazardous Goods / Bulky Homeware / etc – APLL will be pre-alerted.		

INCOTERMS

Arcadia's standard Incoterms are listed below by country:

Locations	Terms applicable
China	FOB
Hong Kong	FOB
Malaysia	FOB
Taiwan	FOB
Thailand	FOB
Philippines	FOB
Dubai	FOB
Mauritius	FOB
Madagascar	FOB
Egypt	FOB
Bangladesh	FOB
India	FOB
Sri Lanka	FOB
South Africa	FOB
Pakistan	FOB
Guatemala	FOB
Brazil	FOB
Cambodia	FOB
Vietnam	FOB
Myanmar	FOB
United Arab Emirates	FOB
Indonesia	FOB

NOMINATED COUNTRIES AND SERVICES

Origin	City Code	Country Code	Service Provided
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	(UNLOCODE if migrated to LSS)	(ISO Code if migrated to LSS)	
Bangladesh - Chittagong	CHT	BA	CNS
Bangladesh – Chittagong (LSS)	BDCGP	BD	CNS
Brazil – Rio Grande	RBZ	BR	CNS
Brazil – Rio Grande (LSS)	BRRIG	BR	CNS
Cambodia – Sihanoukville	KOE	CB (KH)	CNS
Cambodia – Sihanoukville (LSS)	KHKOE	CB (KH)	CNS
China – Dalian	DAI	PC	CNS / NVO
China – Dalian (LSS)	CNDLC	CN	CNS / NVO
China – Ningbo	NGB	PC	CNS / NVO
China – Ningbo (LSS)	CNNGB	CN	CNS / NVO
China – Qingdao	TSI	PC	CNS / NVO
China – Qingdao (LSS)	CNTAO	CN	CNS / NVO
China – Shanghai	SHA	PC	CNS / NVO
China – Shanghai (LSS)	CNSHA	CN	CNS / NVO
China – Xiamen	XIA	PC	CNS
China – Xiamen (LSS)	CNXMN	CN	CNS
China – Xingang	HSN	PC	CNS / NVO
China – Xingang (LSS)	CNXIP	CN	CNS / NVO
China – Yantian	YAT	PC	CNS / NVO
China – Yantian (LSS)	CNYTN	CN	CNS / NVO
Dubai – Jebel Ali	JEB	UA	CNS
Dubai – Jebel Ali (LSS)	AEJEA	AE	CNS
Egypt – Alexandria	ALY	EG	CNS
Egypt – Alexandria (LSS)	EGALY	EG	CNS
Egypt – Port Said	PSD	EG	CNS
Egypt – Port Said (LSS)	EGPSD	EG	CNS
Guatemala – Puerto Quetzal	PQE	GT	NVO
Guatemala – Puerto Quetzal (LSS)	GTPRQ	GT	NVO
Hong Kong – Hong Kong	HKG	HK	CNS / NVO
Hong Kong – Hong Kong (LSS)	HKHKG	HK	CNS / NVO
India – Chennai	MAA	IN	CNS
India – Chennai (LSS)	INMAA	IN	CNS
India – Jawaharlal	BOM	IN	CNS
India – Jawaharlal (LSS)	INBOM	IN	CNS
India – Kolkata	CCU	IN	CNS
India – Kolkata (LSS)	INCCU	IN	CNS
India - Mundra	M6N	IN	CNS
India – Mundra (LSS)	INMUN	IN	CNS
India - Nhava Sheva	NSH	IN	CNS
India - Nhava Sheva	INNSA	IN	CNS
Madagascar – Toamasina	TV4	MG	CNS

Madagascar – Toamasina (LSS)	MGTMM	MG	CNS
Malaysia – Port Klang	PKL	MA	NVO
Malaysia – Port Klang (LSS)	MYPKG	MY	NVO
Mauritius – Port Louis	OPT	MU	CNS
Mauritius – Port Louis (LSS)	MUPLU	MU	CNS
Myanmar - Yangon	YAN	BU (MM)	CNS
Myanmar – Yangon (LSS)	MMRGN	BU (MM)	CNS
Pakistan - Karachi	KHI	PK	CNS
Pakistan - Karachi	PKKHI	PK	CNS
Pakistan – Port Qasim	QXS	PA	CNS
Pakistan – Port Qasim (LSS)	PKBQM	PK	CNS
Philippines – Manila	MNL	PH	NVO
Philippines – Manila (LSS)	PHMNL	PH	NVO
South Africa – Cape Town	UZE	ZA	CNS
South Africa – Cape Town (LSS)	ZACPT	ZA	CNS
Sri Lanka - Colombo	CMB	SR	CNS
Sri Lanka – Colombo (LSS)	LKCMB	LK	CNS
Taiwan – Kaohsiung	KAO	TA	CNS
Taiwan – Kaohsiung (LSS)	TWKHH	TW	CNS
Taiwan – Keelung	KEE	TA	CNS
Taiwan – Keelung (LSS)	TWKEL	TW	CNS
Thailand – Bangkok	BKK	TH	NVO
Thailand – Bangkok (LSS)	THBKK	TH	NVO
Vietnam – Da Nang	DAN	NV (VN)	CNS
Vietnam – Da Nang	VNDAD	NV (VN)	CNS
Vietnam – Haiphong	HPZ	NV (VN)	CNS
Vietnam – Haiphong	VNHPH	NV (VN)	CNS
Vietnam – Ho Chi Minh City	SGN	NV (VN)	CNS
Vietnam – Ho Chi Minh City	VNSGN	NV (VN)	CNS

Destination	City Code & (UNLOCODE if migrated to LSS)	Country Code & (ISO Code if migrated to LSS)	Service Provided
United Kingdom	LON	UK	1) Destination Trucking 2) Customs (Port Home Use —Any Arcadia non-system clearance requests)
United Kingdom (LSS)	GBLON	GB	(CUS, SDD, etc)

Mixing Hub (Subject to review for active status in the program)	Origin	Carrier SCAC 1st leg (origin)	Carrier SCAC 2nd leg (hub)	Destination
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MCC Hub (Subject to review for active status in the program)	Carrier	Origin	Destination
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OCEAN CARRIER INFORMATION

Carrier Name SCAC Mode	Origin Destination	Service Contract/ Association	Effective Date/ Expiration Date	Allocation/ Qualifiers
APLL – ex Asia a) CY/CY b) CFS/CY c) CFS/CF S	As per: OCEAN CARRIER ALLOCATION AND/OR ROUTING GUIDE Destination: UK APLL Managed IFS	extended till 14-Apr-18: APL NAC Arcadia: 00684607/A EMC NAC Arcadia: E160759 (N.B. refer to carrier split internally agreed ref. contract to be utilised) 15-Apr-18 to 31-Mar-18: EMC NAC Arcadia: E992102 (Reference number: TPE7G81O001)	Refer to Rate Sheet	ASIA
Seago Line	Egypt UK	557888	01 April 2015	30 Mar 2019
ONE	As per: OCEAN CARRIER ALLOCATION AND/OR ROUTING GUIDE UK	LONB00014A	01 April 2018	31 March 2019
Hapag	As per: OCEAN CARRIER ALLOCATION AND/OR ROUTING GUIDE UK	5314044 MR Arcadi 17	01 April 2018	31 March 2019
MSC	As per: OCEAN CARRIER ALLOCATION	123570-1	01 April 2018	31 March 2019

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	AND/OR ROUTING GUIDE UK			

OCEAN CARRIER ALLOCATION AND/OR ROUTING GUIDE



Arcadia - ASEU OCF
2018-9 - final nomin

3) VENDOR / SUPPLIER MANAGEMENT

PURCHASE ORDER MANAGEMENT

PO Verification

The Agent/Vendor is **required** to provide the following information at time of booking:

Required information	Format or detail if applicable
PO Number	Arcadia – must match the Order number received from PTS (Permission to Ship) via Extranet
Style Number	Arcadia – must match the Line received from PTS (Permission to Ship) via Extranet
Cargo Ready Date	DD/MM/YYYY
Destination Required Date	DD/MM/YYYY
Port of Loading	Actual Loading Port
Shipment Date Range	Date Range which cargo should be shipped
Shipper Name	Actual Shipper Name
Consignee Name	Consignee Details provided by (Arcadia)
Bill of Lading Destination	Actual Destination
Shipping Mode	Ocean
Payment Terms	Collect
Incoterms	FOB (Any other terms will need to get confirmation from Arcadia Intake Management Team via APLL UK)
Quantity (inside package)	(NNNNNNN pieces – N = numeric quantity – eg. Single)
Quantity (outside package)	(NNNNNNN cartons, pieces – N = numeric quantity – eg. Bundle/Single/Carton)
Estimated Volume	(NNNNN.NN cbm)
Estimated Weight	(NNNNN.NN kgs)
Commodity	As shown in the commodity table (page 8)
Pack Type	Flat or GOH
Marks & Numbers	Not Applicable
Merchandise Delivery Authorization (MDA)	NNNNNNNNN (authorized from Arcadia)

PO Data Specifications

The Arcadia's PO data is in accordance with the following formats and caveats: See attached for info. APLL Origin Office should refer to (UI) for more details



Arcadia Freight
Forwarder File Forma

Required information	Format or detail if applicable
PO Number	
Style Number	
Expected Shipment Date	
Deliver To	
Ship Window Baseline	
Multiple Ship Windows per PO	
Ratio Packs	
Quantity Tolerance Level	
Quantity Tolerance Level	

Freight Forwarder's Forecast

Purchase order forecasts will be sent from Arcadia's extranet system via FTP on a daily basis (except Sat/Sun).

Vessel Schedules in Extranet

APLL is required to maintain at least 6 weeks rolling vessel schedules in Extranet (with exception for Yantian 8 weeks) and this will be done by APLL CQ every Monday @10am. Please also note the updated vessel schedules in excel format is also available in Sharepoint Site: [\(Click Here\)](#) – APLL Origin Offices are reminded to set an "Alert".

APLL Origin Offices is not allowed to disclose any vessel schedules to vendors (Arcadia). Vendors should check with Arcadia directly for such info.

If there is any vessel schedule changes (service loop / transit time) Arcadia Logistics will need to be informed at least one month in-advance.

APLL is required also to maintain the vessel schedules in Extranet for (CNS – [Hapag/MS/Seagoline/ONE](#)) shipment. Vessel Schedules will be extracted from carrier website [\(Click Here\)](#)

VENDOR COMPLIANCE


Booking Load Types

The Agent/Vendor is authorized to book the selected services:

CNS or ALM	NVO or EAS	BOOKING TYPE
YES	YES	FCL Factory load delivered to carrier's CY
YES	YES	LCL to APLL warehouse
NO	NO	LCL to APLL warehouse for MCC
NO	YES	LCL to 3 rd party warehouse
NO	NO	LCL to APLL warehouse for Air freight
NO	NO	LCL to 3 rd party forwarder for Air freight

BOOKING PROCEDURES

Arcadia authorizes APLL to refuse a booking that fails to comply with any of the booking requirements until written or verbal approval is received from them.

Booking Authorization Requirement Option: 4	<ol style="list-style-type: none"> 1) For all bookings 2) For all bookings which don't match the listed requirements 3) For exceptions (list of exceptions is required) 4) Not required if PO verification OK on page 14 (outside specified requirements linked to those specified within SOP – e.g. utilization / multi-drops)
Booking Format Option: 5	<ol style="list-style-type: none"> 1) Email with attachment – Arcadia's PTS format 2) APL Logistics Standard Booking Form / Vendors Declaration 3) Email text only (no attachment) 4) EDI 5) Electronic Booking 6) SPS
Subject Line Format	OPERATIONS: Ocean Approval - PTS departure week # / ex load port / to dest. Load port) E.g. OPERATIONS: Ocean Approval - Week 49 ex HKG to UK
Booking Window or Timeline	Please see attached APLL Origin Booking Cut-off  Copy of Arcadia Schedules - APL Logis
BK Creation With PO	YES
Allow Booking Created At	PO and STYLE
Allow Split at Which Level	Split at PO
Lock At	NA

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Allow Search At	Search at PO – Multi Select	

Vendor will request PTS (permission to ship) via the extranet selecting the relevant “Date Range” (which will be updated by APLL CQ Team via Extranet – Arcadia internal system and it will have to be 6-8 weeks rolling details (with exception for Yantian 8 weeks) they need to ship on. This is from booking cut-off.

When the B&M (Buying and Merchandise) team authorizes the PTS an MDA number (Merchandise Delivery Authorization – 9 numeric) will be issued and if only 8 numbers MDA Number received, always add “0” in front of the number (eg. 60303429 – 060303429). When the MDA is issued, the vendor will receive an auto PTS e-mail, generated directly from Arcadia’s Extranet system. APLL Origin will also be sent a copy of the approved PTS via Arcadia’s Extranet.

On receipt of the PTS, the vendor will book in with APLL Origin by sending them the auto PTS email. A PTS e-mail should always show the correct “Date Range” the Vendor intends to ship on. Herewith a sample format of the auto PTS via Extranet



Extranet PTS Sample
Format.doc

No bookings/goods are to be accepted by APLL Origin without the PTS email and APLL Origin should always request PTS from supplier. Arcadia Intake Management is not required to be informed unless **NO** PTS has been received from supplier and APLL Origin did not receive copies from either (Extranet – Arcadia Brands).

APLL Origin must **NOT** get involved in any shipment disputes with the local vendors. All cases must be referred back to the respective B&M (Buying and Merchandise) team by vendor (*any major dispute, please make sure Arcadia Intake Management and APLL UK is informed).

If there is not enough cargo at the CFS to meet the minimum load factor for a container from any APLL Origin warehouse then LCL/LCL may be used (APLL UK is required to work out cost comparison between shipping a LCL vs 20’ and the comparison should include destination cost. If cost of LCL is lower than 20’ then proceed to ship LCL. If APLL origin team have any doubts then please check with APLL UK Ops Team). Confirm with APLL UK for approval.

APLL UK will advise relevant APLL Origin of what action is to be taken. If APLL UK is unable to make a decision then they will contact Arcadia Intake Management for clarification. A response will be made by Arcadia Intake Management within 1 working day.

If the vendor requests authorization to deliver late (late come request), APLL Origin should reject. If authorization is granted, Arcadia Intake Management will inform APLL Origin via email and cc APLL UK. APLL Origin **is also not required** to accept any late bookings (based on APLL booking cut-off) from vendor.

If a vendor misses planned “Date Range” due to their failure then they (the Vendor) need to reschedule the PTS/MDA to the next “Date Range” and obtain authorization again from the B&M to ship.

If the “Date Range” that APLL Origin arranges goods to be dispatched on has a different name or different UK arrival port but the ETD Origin & ETA in UK dates are the same then in these instances the Vendor would not need to reschedule the PTS.

PO AND BOOKING RULES: CAPTURE PO AND BOOKING BUSINESS RULES FOR LSS IN THIS MATRIX. THE FIRST TWO ARE MANDATORY FOR ALL CUSTOMERS AND SO MUST BE INCLUDED FOR ALL CUSTOMERS. ADDITIONAL EXAMPLES ARE ALSO INCLUDED BELOW; DELETE THOSE THAT DO NOT APPLY AND INSERT ADDITIONAL ONES AS NECESSARY.

Object to validate	Rule	Example /	Validate	Warning or	Automatic
--------------------	------	-----------	----------	------------	-----------

		Explanation	for Shipper, APLL, or both	Error	System Check or Manual Check*?
Booking	Booked MDA# does not match PO MDA#	Booked MDA# does not match PO MDA#	Both	Warning	System (LSS)
Booking	(x) Load Type outside loadability guide line of 40ft High Cube Dry Container - Min (y) Max (z) cbm	Factory load outside loadability guide line: 40 High Cube Dry - Min. 55 cbm	Both	Warning	System (LSS)
Booking	(x) Load Type outside loadability guide line of 40ft Standard Dry Container - Min (y) Max (z) cbm	Factory load outside loadability guide line: 40 Standard Dry - Min. 50 cbm,	Both	Warning	System (LSS)
Booking	(x) Load Type outside loadability guide line of 20ft Standard Dry Container - Min (y) Max (z) cbm	Factory load outside loadability guide line: 20 Dry - Min. 25 cbm,	Both	Warning	System (LSS)
Booking	Booking is allowed only for specific Transport Mode	Only Sea shipment allowed	Both	Warning	System (LSS)
Booking	Total volume of piece is within (+/-5%) or original total number of pieces	Total volume of piece is within (+/-5%) or original total number of pieces	Both	Warning	System (LSS)
Booking	Transport Mode = (a) Shipment Type (b) and Load Type = (c)	Transport for Ocean and shipment type LCL for carrier load type	Both	Warning	System (LSS)

*Origin Team must manually check PO Upload against Booking details as LSS is unable to automatically check details.

LSS Work Queue Assignment (this section will grow as more work queue become available)

Work Queue Name	Rule
Mandatory for all eBooking customers: Booking Pending verification	APLL will receive work queue when booking is submitted.

Note: For eBooking customers, every booking submitted in LSS will trigger a work queue that requires origin teams to complete.

Please go to the following ([LINK – GENERIC PO PT BOOKING RULES](#)) to view all APLL Generic Business Rules that are currently turned on in LSS.

BOOKING AUTHORIZATION

Booking authorization is managed by (Vendor) directly with Arcadia (via Extranet).

APLL will not be involved in the authorization process.

4) CARGO RECEIPT MANAGEMENT

VENDOR DELIVERY REQUIREMENTS

Vendors must deliver cargo and documents in accordance with their booking declaration as well as Arcadia required load specifications. Any hazardous cargo is subject to local and international restrictions as well as approval for carriage by the underlying carrier. Quota and non-quota cargo must be segregated.

It is also the responsibility of the Vendor to ensure that all cargo delivered to the CFS is in fit condition for shipment. If cargo is found to be damaged, APLL origin will still accept cargo and then email full details and photos to Arcadia Intake Management and cc APLL UK for further advice before refusal or loading.

Shipments for Arcadia Group Brands Ltd, A.G. Clothing Ltd, can be loaded together in the same container but must appear on separate way bills.

(Please Note this table outlines Brands covered by each company identity)

Arcadia Group Brands Ltd	
Dorothy Perkins	Miss Selfridge
Burton Menswear	Wallis
Evans	Outfit
Top Man	
Top Shop	

DISTRIBUTION CENTRES (DC) AND CODES

The nominated DC for each Brand is listed as below and must be used unless specified – otherwise please contact APLL UK for clarification.

Monkspath (MP)

= Miss Selfridge, Burton,

Outfit

(dept. 55 / 59 / 68 / 69 under Burtons in Arcadia system)

Redmoor, Milton Keynes (MK)

= Topman, Topshop

Leeds (Le)

= Dorothy Perkins, Evans, Wallis

Auto PTS email will show if a Processor is required:

Processors

Exceptional cases only which should be flagged to APLL UK for review

If another Processor is specified by B&M (not being those mentioned above) then please contact Arcadia Intake Management cc APLL UK who will advise procedure to follow.

Do Not Ship until an answer is received

If there is uncertainty concerning a delivery point, please check with APLL UK prior to loading at origin. If PTS does not specify the full name of destination (eg. Advance Processing – Corby as opposed to Advance Processing without destination specified), APLL origin must reject PTS

Documents required to be delivered with the cargo include:

Cargo Delivery Notice		
-----------------------	--	--

Cargo will be loaded block stow from nose to tail, unless commodity dictates otherwise. Quota cargo will be tail loaded if FCL is not achievable, unless otherwise advised.

The Vendor is required to deliver the cargo pre-sorted and segregated in this sequence:

1	P O
2	Line
3	Colour
4	MDA
5	Size
6	Carton Number Sequence

APLL Origin will not sort and segregate the cargo unless Vendor provides written confirmation and agrees to reimburse APLL Origin for all charges incurred per local tariff rates. If Vendors refuse to reimburse APLL of the charges then APLL Origin should request Vendors to remove the goods from CFS and sort it before re-delivery. **If Vendors refused to co-operate then APLL Origin should inform APLL UK op's via weekly non-conformance report.**

PO TOLERANCE, EXCEPTIONS AND CAVEATS

Arcadia's cargo is approved **to ship** without further authorization if it fulfills these conditions:

What to check	Conditions
PO Number	Matches PTS from Booking
Line Number	Matches PTS from Booking
Cargo Ready Date	Based on APLL Origin cut-off
Expected Shipment Date	Matches PTS from Booking (Date Range)
MDA Number	Matches PTS from Booking
Destination	Matches PTS from Booking
Shipping Mode:	Will always be Ocean
Payment Terms	FOB Terms – Collect
Terms of Sale	FOB (Any other terms will need to get confirmation from Arcadia Intake Management Team via APLL UK)
Quantity	Total volume of pieces is within (+/- 5%) of original total number of pieces (per order = PO/Line or Style/Colour/MDA level) advised at time

APL LOGISTICS, LTD		EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)	ARCADIA GROUP LTD DATE: 24 APRIL 2018
		of booking (shown on PTS)	
Ship Window		Matches PTS from Booking	
Commodity		Matches PTS from Booking	

CFS Loads .../

IMPORTANT INSTRUCTIONS TO FOLLOW FOR APPL ORIGINS

On receipt of Vendor cargo to CFS, please ensure that total volume of pieces is within +/-5% of original total number of pieces (per order = PO/Style/Colour/MDA level) advised at time of booking (amount will show on the PTS). Should the pieces be outside this tolerance, the cargo is to be refused shipment until Vendor obtains approval from Arcadia Brands Department. Approval email from Arcadia Brands Department is acceptable and **do not** require authorization from Arcadia Intake Management team.

For Bangladesh origin: Consolidation of cargo from supplier Beximco with cargo from other supplier is allowed with immediate effect.

Carton Labels

BEXIMCO IKAL 2 INTERNATIONAL KNITWEAR
BEXIMCO C F D L INTERNATIONAL KNITWEAR

Carton Labels (New Format)

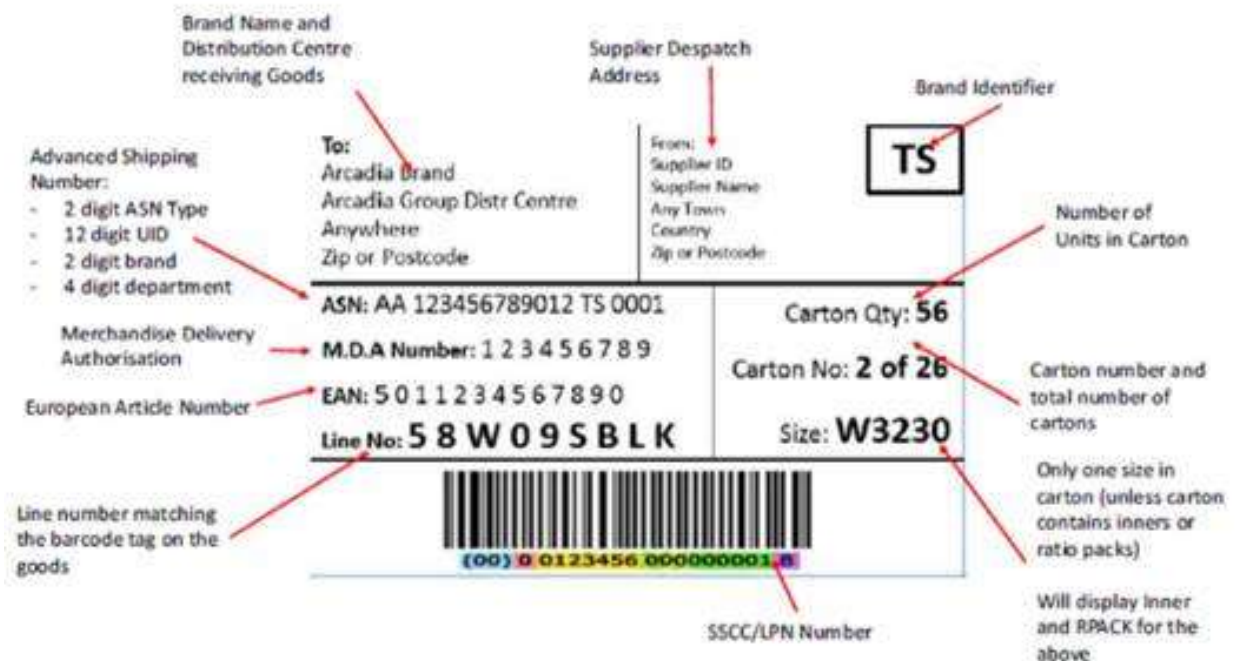
New Labelling effective immediately (as of 17th March 2017)

It is Vendor's responsibility to make sure all cartons delivered must have the approved carton label (Arcadia Brands) in the correct position. An example of the carton label and where the carton label should be position is shown below:- **(Please note that the old version of labels are no longer to be accepted and need to be rejected)**

Please note below diagram/carton label sample was only meant for Arcadia Brands

Packing list and SSCC label

Below is a diagram showing the layout of the SSCC label that will replace the existing carton label.



- Vendor must use the label on all cartons
- Vendor must complete the carton label with the required details exactly as they appear on vendor's official Arcadia order on the extranet. Vendor should pay particular attention to using the correct method for describing the size/fit of the goods.
- Print in large font, or use permanent, water-resistant ink
- Vendor must attach the carton label to the small-end face of the carton in the position marked
- Do not place any labels on the punch-panel section of the carton
- Do not cover the label with tape used to seal the carton. Also, do not place the carton label on top of the sealing tape.
- The outer dimensions of the label are 177mm long by 96mm high.
- All carton labels should be forward facing unless requested by customer to maximize load by
 - o moving or turning the cartons
 - o APLL warehouse needs to maximize load by shifting cartons around and this needs to be advised to Arcadia (Intake Team)

Please also refer to extract from Arcadia's supplier handbook which is relevant for APLL warehouse awareness

f Delivery loading sequence

It is very important that you sort each delivery into the correct order so that:

- the vehicles can be loaded correctly at the collection point; and
- the goods can then be unloaded correctly at our Distribution Centres.

Items i), ii) and iii) below apply to both hanging and flat-pack goods.

- i) You must not mix orders, lines, colours and sizes when loading.

Each delivery must be sorted to the following.

- All of a delivery.
- All of a line/MDA for that delivery.
- All of a fit for that line.
- All of a size for that fit.
- Ratio packs for that line number

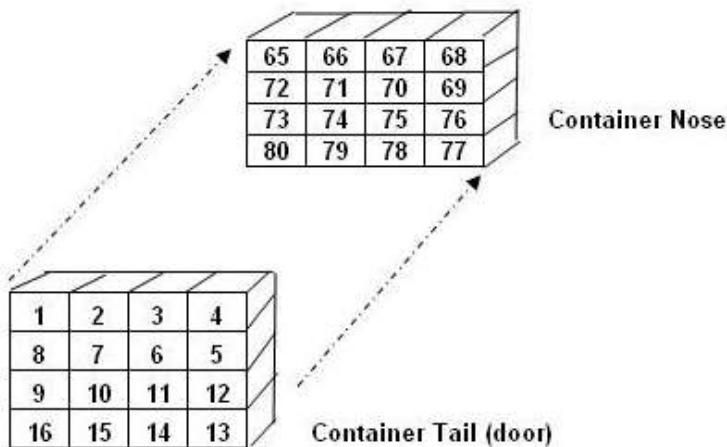
- ii) Within the above, you must load the smallest size last.

- iii) Any ratio packs must be loaded on to the vehicle first.

- iv) You must number cartons by line number in the order shown above, so that you load carton 1, the smallest size, last.

Never hand goods over to the nominated carrier in a mixed assortment of colours and sizes.

Arcadia will accept loading with carton numbers in the sequence as shown below.



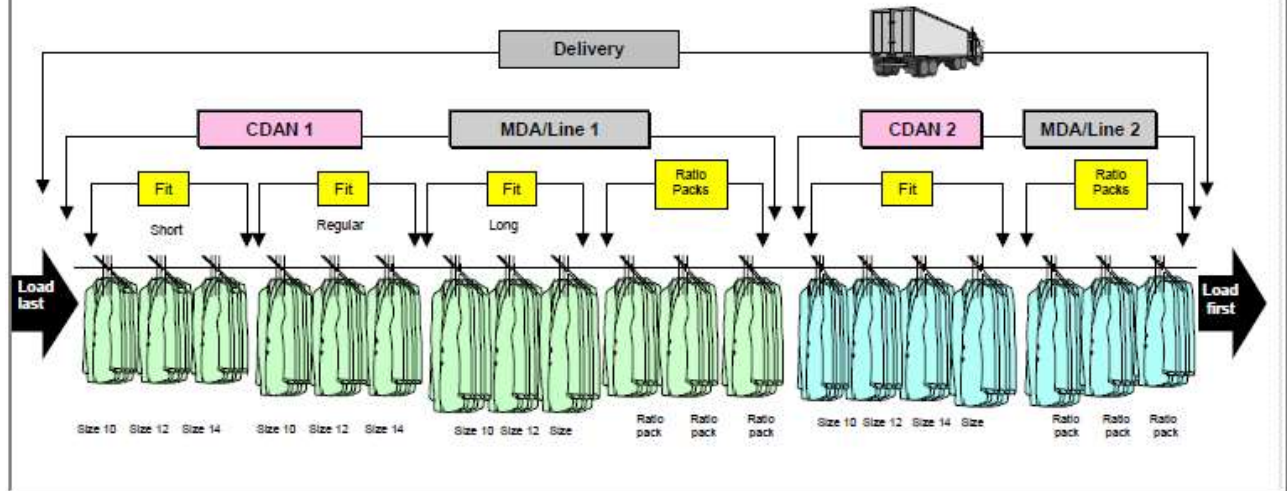
When the line number changes, again start with the highest carton number and restart loading in this sequence.

Loading Guide

Appendix 7

Hanging goods

- Make sure that all garments are barcode-tagged, prepared and loaded as follows - order number, line, fit and size.



Vendor Loads

Vendor will need to get authorization from Arcadia Brands Department if the total number of pieces in the consignment is more than +/-5% of original total number of pieces (per order = PO/Style/Colour/MDA level) different to the total against which the PTS and MDA were approved originally. Approval email from Arcadia Brands Department is acceptable and do not require authorization from Arcadia Intake



Arcadia_Vendor
Load Suppliers upd:

For any bookings/PTS's received where suppliers are NOT on this list, please advise vendors that Arcadia require them to go through APLL vendor load training, or deliver cargo to APLL CFS until this completed.

For any issues where vendor insisting on factory load/refusing to deliver to APLL CFS, please contact APLL UK op's (who in turn will communicate with Intake Management (Intake Team) as required.

This instruction applies to Arcadia only and should be adhered to with strict compliance per customer requirements.

If discrepancies are found and shipment is over the weekends then shipment should be held until approval has been given. At the same time, APLL Origin office should send an email to:-

Arcadia - APLL Origin office to inform APLL UK op's (to communicate as required with Arcadia Intake Management)

Providing the discrepancy details such as:

PO/Line Number/MDA **Originally booked Qty** **Actual received Qty** **Planned ETD**

and email **Subject Header:** Out of Tolerance – Ex POL – Date (ddmmyyyy)

ROLLED CARGO MANAGEMENT

If cargo does not leave the origin on the intended "Date Range" then an email advising full details of shipment must be sent by APLL Origin to APLL UK team c.c. APLL CQ team with suggestion for alternative "Date Range". APLL UK will liaise with Arcadia Intake Management with details. The following details should be advised alongside reason for the delay:-

- Number of containers
- Container size
- Service type
- Carrier Bill of Lading
- Shipper
- Brand
- Line Number
- MDA Number

If orders are shipped on a feeder vessel but for whatever reason did not make the intended mother vessel or shipment missed the original planned vessel – it is responsibility of APLL UK to advise by email to Arcadia Intake Management that the order(s) have missed the intended mother vessel. The email should advise full details of the shipment and should also include revised shipping details and an explanation of why cargo did not connect. For example:-

- Number of containers
- Container size
- Service type
- Carrier Bill of Lading
- Shipper
- Brand
- Line Number
- MDA Number
- Original Vessel Name / ETD / ETA
- New Vessel Name / ETD / ETA
- Reason for the misconnection

APLL UK will create affected PO Sheet out of approval sheet and send it to Arcadia Intake Management team in such cases.



Affected PO - SEAGO
ISTANBUL.xlsx

VESSEL SCHEDULE DELAY

If vessels run late on route then APLL UK must advise Arcadia Intake Management full details as to why the vessel is delayed. Attached herewith a sample format



OPERATIONS Vessel
ETA Amendment Noti

For any delays of vessel schedules, APLL origin must ensure system is updated within same day of notification to reflect correct ETA date. Revised Shipping Advise must be sent flagged with "revised" and APLL CQ and UK op's team notified of any changes.

CARGO LOADABILITY GUIDELINES

APLL consolidates cargo from multiple vendors for FCL shipments whenever possible. Loadability Guidelines are as follows, subject to commodity and packaging. Equipment used is subject to carriers' equipment availability. **Containers may not exceed road weight limits at origin or destination.**

Container size	APLL loaded containers		Factory loaded containers	
	Main Ports:			
	MINIMUM	MAXIMUM	MINIMUM	MAXIMUM
45' dry	---	---	---	---
40' high cube dry	55 cbm If not enough cargo will be available within (Shipment Date Range), ship as light load and inform APLL UK. APLL origin does not need to request authorization from UK if booking meets >53 cbm.	---	55 cbm After ETD, APLL Origin will inform APLL UK Ops Team via email of any vendor loaded containers that were under utilized	---
40' high cube dry reefer	---	---	---	---
40' standard dry	50 cbm If not enough cargo will be available within (Shipment Date Range), ship as light load and inform APLL UK. APLL origin does not need to request authorization from UK if booking meets >48 cbm.	---	50 cbm After ETD, APLL Origin will inform APLL UK Ops Team via email of any vendor loaded containers that were under utilized	---
40' standard dry reefer	---	---	---	---
40' GOH	50 cbm and must meet minimum pc's requirement (within -5% tolerance). (Minimum number of garments for String and Bar GOH outlined in Container Stuffing Guidelines on page 25)	---	50 cbm and if less than minimum number of pc's requirement (within -5% tolerance) outlined on page 25. APLL Origin MUST request vendor to confirm number of units to be loaded into container and Garment Type. If the number of garments (pc's) is less than min. (outside -5% tolerance) APLL Origin MUST seek approval to ship from Arcadia Intake Mgmt cc APLL UK Ops Team prior to release of container.	---
20' dry	25 cbm If not enough cargo will be available within (Shipment Date Range), APLL Origin will need to get light load approval from APLL UK / Arcadia Import Management before arranging the shipment.	---	Only 40 & 40HC can be dispatched to vendors unless vendors confirm that they will absorb the cost (UK Landside Delivery) for the shipment of the 20' container in which these can be released to vendor.	---
Light loading notification <i>(basis of either CFS cargo receipt or confirmation once loaded by vendor for factory loads)</i>	Required at time of CFS cut-off If below min. CBM containers planned to be shipped require approval via APLL UK Ops team.		No separate notification required APLL must however ensure that booking and actual shipment details updated in system to enable reporting of such variances by APLL UK team where	

APL LOGISTICS, LTD		EXHIBIT B -	ARCADIA GROUP LTD
INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		DATE: 24 APRIL 2018	
		required.	
Ship APLL loads as LCL if less than	Breakeven point for LCL basis of cost comparison which also varies origin by origin. APLL UK op's will have to work out the cost differences (including Destination cost) – LCL vs 20' container. If cost of LCL is lower than 20' then proceed to ship LCL. Do not send this calculation to Arcadia directly, as this must be done via UK Ops Team.		
Hold for more cargo	APLL Origin will take the initiative to check – if volume fills a 20' (25 CBM) and no further cargo is available within (same Shipment Date Range) then proceed to ship in 20' and information APLL UK Ops Team. Light loads need prior approval from APLL UK / Arcadia Import Management. If there is a balance leftover after filling 20ft check with APLL UK if balance needs to be hold As part of weekly approval overview APLL origin send to APLL UK op's within template overview of CFS cargo booked for relevant PTS week requiring approval		

APLL origin is tasked with the responsibility for maximizing the utilization of space within each container. The quantities shown above should be taken as minimum requirements only optimum usage should be achieved at all times.

The above is the minimum load requirement from each origin. APLL Origin is required to follow strictly the guidelines provided above and if in doubt, always revert to APLL UK Ops Team for dispatch instructions.

Please also note for shipment that meet the minimum load and all going into one DC destination then **No Approval** is required to be sent to Arcadia Intake Management. If Vendor requires a container to be loaded with **more than one** DC then it should **not** be released unless the Vendor agrees to an additional charge. The additional charge will be charged by Arcadia to Vendor directly and it is a "standard" set of charge applies by Arcadia. If Vendor doesn't agree to pay the charge then

- 1) Vendor should be requested to deliver the goods to APLL CFS for consolidation
- 2) However if there is not enough cargo for APLL CFS load then please send email to Arcadia Intake Management (Arcadia Intake Team) for approval

APLL ORIGINS: Please refer to more detailed guidelines on authorization process within below document.

Arcadia: Origin Check List for Authorization:



Worksheet in Arcadia
SOP (v5.8)_31 05_2018

Shipment authorizations should be send to Arcadia Intake Team using the attached format below.

N.B. From November 2016, authorization requests should be split for Arcadia with one excel attachment reflecting overview for (AGL).

APLL origins must use this template for any CFS load requests in line with requirements outlined within page 26 and 27.

All CFS orders booked for PTS week APLL origins are seeking authorization for must be included within this overview with intended plan for loaded (container/sequence level view)



Booking
Authorization.xlsx

When vendors make bookings for Vendor Loaded FCL shipments, **APLL Origin should inform vendors of the minimum load factors.** At the same time APLL Origin will advise that Arcadia will claim against the vendor for the cost of the freight and UK delivery costs in respect of any under-utilization of the container (deadfreight).

Only 40' or 40 HC containers can be dispatched to vendors **unless cases where if within min load 25 cbm), if vendor requests for 20' container, APLL Origin **MUST** have confirmation from vendors that they**

will absorb the cost (UK Landside Delivery) for the shipment of the 20' container in which case they can proceed with shipment.

Please also note if a container is being arranged (GOH/Boxed) then the charge for the partition cost should be raised to the (BOXED) vendor/s.

Loading Instructions

- Equipment in order of preference 40'HC then 40'GP then 20'GP
- APLL Origin should use the best equipment and shipping method available
- APLL Origin should always look at fully loading containers as in 40'HC/GP first, 20' must only be used for balance quantities

Instructions for Movement of LCL/LCL Cargo

When CFS volume fall below the required minimum load factors or break even points, APLL Origin may then have the option to ship on a LCL/LCL basis (APLL UK Op's is required to work out cost comparison between shipping a LCL vs 20' and the comparison should include destination cost. If cost of LCL is lower than 20' then proceed to ship LCL.

CONTAINER STUFFING GUIDELINES

- Container Bolt seal provided by the carrier must be used
- An individual line number (PO, Style)/MDA number should not be split across two or more containers. If a line number/MDA number has to be split, APLL Origin warehouse staff must load the cartons or garments in sequence of order in each of the containers. APLL Origin will request for an additional MDA for this split from Arcadia Intake Management and cc APLL UK. APLL Origin will also request Vendor to provide two or more packing lists according to the split. If a line (PO, Style) is split across containers that have been Vendor loaded then the Vendor needs to obtain the additional MDA. 2 packing lists will need to be created on the Extranet accordingly by the Vendor be it a CFS split or Vendor split.
- Shipping Order (S/O) or dock receipt is based on one DC, one PO Number, One Department Number and quantity
- For GOH stock built for purpose hanging container should always be used **(String loading should be used as priority subject to the guidelines given around garment type and materials)**
- The rope should be white, colourfast under all conditions, i.e. the colour from the rope must not pass to the garment from dust or if the rope becomes damp, humid or when in contact with plastic garment shrouds
- Suppliers can pre-book GOH equipment with the forwarder, although this equipment must not be released to the supplier until PTS is issued. Suppliers requested GOH equipment will be charged for any GOH equipment prepared, if/when equipment is not subsequently used by the supplier. APLL Origin Office is required to inform/remind suppliers of such charges.
- APLL Origin Offices should make sure GOH or GOH/Boxed container use – silica gel should be present. The silica gel will need to be clearly labeled with contents and has passed the DMF test.

GOH Minimum Number of Garments that can be loaded into a Seafreight Container

STRING		
COATS/JACKETS	4,000	PC'S
TROUSERS/SHORTS/SKIRTS	11,600	PC'S
SHIRTS, T-SHIRTS	15,200	PC'S
DRESSES	7,600	PC'S

NB. APLL Origin MUST request approval from Arcadia Intake Mgmt cc APLL UK Ops Team where number of pieces is less than above minimum (within -5% tolerance) prior to container release.

Maximum Number of Garments that can be loaded into a Seafreight Container

THICKNESS	LENGTH	20 FT STRING	40FT STRING
2cm	90cm	5280	10,560
2cm	100cm	5280	10,560
2cm	110cm	4675	9350
2.5cm	90cm	4125	8250
2.5cm	100cm	4125	8250
2.5cm	110cm	3850	7700
5cm	100cm	1496	2992
5cm	105cm	1496	2992
5cm	107cm	1496	2992
5cm	110cm	1496	2992
5cm	115cm	1320	2640
6cm	100cm	1408	2816
6cm	105cm	1408	2816
6cm	107cm	1408	2816
6cm	110cm	1408	2816
6cm	115cm	1144	2288

PS: copy of Arcadia Supplier Handbook has now been posted onto the Arcadia's Sharepoint site ([Click Here](#)) if origin offices need more information/guidelines re above this can be found on the handbook.

STUFFING SEQUENCE FOR ARCADIA STOCK

Below are the destination locations and container stuffing guidelines

PRIORITIES

- 1) The overriding priority should be for a single Brand container for same type (i.e. Flat or Hanging).
- 2) Single destination containers of the same type (i.e. Flat or Hanging)
- 3) Single destination containers of mixed cargo (i.e. Flat and Hanging)
- 4) If destination has to be mixed (multi drop containers) priority is for cargo of the same type (i.e. Flat or Hanging)

Mixed Destination Priorities (Without TopShop & Topman Departments 32/42)

- 1) The stuffing sequence for Multi drop containers should be that the majority (CBM) is by the door. APLL to refer to (UI) on how to update mixed destination load in ACS123.
- 2) If multi drop containers loaded with same (CBM) then the nearest DC to discharge port (SOU/FEL) should be loaded at door (however please use logic and query with APLL UK if high cost would result significantly more on UK haulage – reference point 3). DC's sequence nearest to Port:-
 - Redmoor, Milton Keynes – **KJC** (LSS: GBMIK)
 - Monkspath – **OIU** (LSS: GBSOL)
 - Leeds – **LUK** (LSS: GBLBA)
- 3) If two drop arrangements using above logic result in higher UK delivery cost (e.g. Leeds at door, Milton Keynes) please query with APLL UK.
- 4) More than two drops per container should be avoided
- 5) If a three drop container is required please confirm loading sequence with APLL UK. If APLL UK is not able to confirm they will seek instruction from Arcadia Intake Management

- 6) The OBA must reflect the cargo stuffing sequence of the container nose to door (i.e. in the order that they were loaded). **APLL origin MUST ensure that correct sequence is reflected when updating CLP's and that correct loading in line with Arcadia's sequence loading requirements has been followed.**

Mixed Destination Priorities (With TopShop & Topman Departments 32/42)

~~THIS NEW INSTRUCTION IS ONLY VALID FOR TOPSHOP AND THEIR DEPARTMENTS 32 & 42 (SHOES). IT IS VALID FOR BOTH APLL & MEARSK CONTAINER.~~

~~YOU CAN FIND THE DEPARTMENT NUMBER WITHIN THE PTS AS IT'S THE FIRST 2 DIGITS OF THE PO#.~~

~~FORWARDER BOOKING~~

~~SUPPLIER: CMT~~

~~BRAND: TOP SHOP~~

~~PO NUMBER: G-42-162414~~

~~LINE NUMBER: 71A03MKHA LS GRY/KHK RAGLAN~~

~~DELIVERY LOCATION: MILTON KEYNES~~

~~DELIVERY DATE: 15-02-2016~~

~~UNITS: 184 IN 4 CARTONS WITH VOLUME OF .25 CBM~~

~~THE MDA NUMBER FOR THIS DROP IS 710340559~~

~~WHEN YOU RECEIVE THE PTS IT WILL SHOW AS MILTON KEYNES, BUT FOR THOSE TWO DEPARTMENTS IS HAS TO BE LOADED TOGETHER WITH THE CARGO FOR MONKSPATH DC.~~

~~THEIR SYSTEM CANNOT REFLECT THIS, SO WE HAVE TO BE CAREFUL AND TAKE EXTRA CARE.~~

~~ADDITIONALLY:~~

- ~~— For Single drops, the cargo of those 2 departments has to be at the door~~
- ~~— For Double drops, the whole Monkspath cargo has to be loaded at the doors with the two departments directly at the door~~
- ~~— For Triple drops, it will not be possible to load the Monkspath cargo at the door~~
 - ~~* — So load sequence will be Milton Keynes/Monkspath/Leeds~~

~~THE CHANGE IS EFFECTIVE IMMEDIATELY. IF THOSE DEPARTMENTS ARE NOT WITHIN A BOOKING, THEN NO CHANGES WILL APPLY.~~

~~FOR ALL OTHER SHIPMENTS WITHOUT THOSE 2 DEPARTMENTS, PLEASE FOLLOW THE GUIDELINES ABOVE.~~

When loading containers, APLL origin CFS must complete a hanging goods, then Vendor must complete a checklist to confirm Arcadia requirements being adhered to. Please see attachment for example format.



**SMBT_C231210
516291.pdf**

Carton turning process (For all origins)

The warehouse is allowed to turn cartons (CFS Loads only) in order to improve the utilization of the container.

Although preference to have labels forward facing, cartons should be turned to maximize load by:

- moving or turning the cartons

- APLL warehouse needs to maximize load by shifting cartons around

There is no change to snake load, sorted requirements per SOP (load sequence by PO/line/colour/MDA/Size/Carton #) and only change is allowance to turn cartons when loading containers to improve utilization

Min. where authorization process if below these guidelines (APLL CFS loads only);

20' 25cbm (only utilize if no alternative options)

40' 55cbm

40HC 65cbm

This should be sent to APLL UK only not Arcadia

NO CHANGE TO FACTORY LOAD PROCESS.

The origin team has to send an overview of the turned cartons (see example below) as well as pictures.



WK27 UK.xls

Exceptional split of MDA's to optimize utilization for CFS loads (loading one MDA across 2 containers).

- If split of MDA across 2 containers to enable better utilization of CFS container, please contact APLL UK team (arcadia_ops@apllogistics.com) to notify team of PO/MDA split with full details to enable Arcadia to issue new MDA number for balance split. Arcadia's system does not allow upload of one MDA across more than one container so important this process followed as otherwise will result in rejected upload if new MDA not raised for balance cartons loaded in second container where MDA# is split across containers.

VENDOR LOADED SHIPMENTS

Only suppliers who have been pre-approved by Arcadia Intake Management are permitted to Vendor load (Flat and Hanging).

APLL Origin to always remind vendors during booking of the importance of following Arcadia packing guidelines as set out in the Arcadia Supplier Handbook (Refer to Appendix Section for Info) Delivery loading sequence. They must also check that the Arcadia Vendors are aware of the agreed sequence of loading for multi destination containers.

The PTS/MDA approval procedures, sequential loading, booking OBA Manifest format, documentary requirements and cut-off timings must be followed in the same way as those that apply to consolidated shipments.

A PTS/MDA must be supplied prior to the release of the container.

After Vendors have obtained PTS/MDA they must make a booking with APLL Origin by e-mailing a copy of the PTS along with details of the type of equipment required.

APLL Origin will issue a booking acknowledgement form to the Vendor and advise availability of the container.

If a Vendor requires to loads a container for more than one DC destination then prior approval from Arcadia Intake Management must be given.

Vendors should check the condition of the container as well as the equipment BEFORE they start stuffing the container. Should vendors be in doubt of the condition of either they MUST advise the APLL Origin immediately. Sample (check list) for the condition of container



Container Check
List.xls



CTR checklist - .xls

When loading hanging goods, then Vendor must complete a GOH checklist. Please see attachment (for string hanging)



vendor checklist -
string

APLL Origin must ensure that these are completed and received back from Vendor (and archive), to prevent any claim at later date.

Vendors must deliver the containers to the CY by the agreed cut off time after stuffing and sealing.

After goods have completed loading, Vendor must supply APLL Origin with a copy of the container manifest, this states how the container has been loaded (a copy should be attached to the shipping documentation and sent to Arcadia Import Department). APLL Origin should use this information to create CLP in ACS123 and once SA (Shipping Advice) has been sent, the load sequence will be transmitted to OBA on Extranet (for Arcadia).

If approved Vendors fail to follow the required procedures, APLL Origin should notify Arcadia Intake Management who may issue instructions for future deliveries to be directed into the CFS for loading.

N.B

From all ports, Vendors MUST commit to vendor minimum load factors (as detailed on page25) before the container will be released. This applies to **Flatpack and GOH cargo**; otherwise they will be liable for the freight cost applicable to the under-shipment (dead freight).

IMPORTANT FOR APLL ORIGINS TO FOLLOW IN ALL CASES

For any containers/shipment that has been customs inspected, APLL Origin Offices will need to inform Arcadia Intake Management team + APLL UK.

For origin Pakistan, for any cargo which have been inspected by ANF, APLL origin must inform Arcadia intake Management team and APLL UK.

APLL Pakistan will send report each Thursday to APLL UK team reflecting details of any ANF inspections for that week's sailing. If no inspections, this will be specified. APLL UK to update Arcadia (Arcadia Intake Team) of ANF inspections if these have taken place.

5) ON BOARD ADVICE (CONTAINER LOAD RESULT)

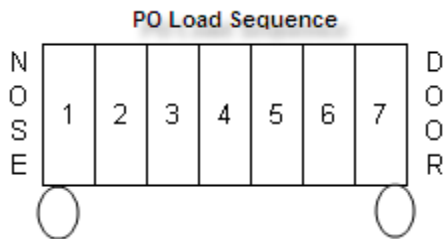
On Board Advice – OBA (Container Load Result) – is a confirmation of cargo shipped on board the vessel.

OBA – ON BOARD ADVICE PROCEDURES

The OBA is the confirmation of cargo shipped on board the vessel.

The details must be put on the Arcadia Extranet within 3 working days of mother vessel sailing. **APLL must use Mother Vessel details on OBA.**

All information should be based on cargo stuffing sequence (from nose to door).
Except for LCL/LCL shipments, which are not applicable to loading sequence.



The freight charge of (Freight / BAF / CAF and GOH Surcharges –if applicable / or other surcharges where these apply (i.e. Emergency Risk surcharge, Suez transit fee, carrier security, LSS) must be shown. This should be broken down by line (style/MDA) and the correct currency.

Total invoice freight cost for Arcadia should only be updated in Extranet after delivery has been completed.

The freight cost should be proportioned by approximate CBM (APLL must ensure that this is always shown and that the cube is shown for both flat and hanging consignments). CBM should be rounded to 2 decimal places on OBA.

Outlined procedural requirements for submitting OBAs as follows:

If a line is split into 2 containers and only one MDA has been given, the Vendor should be asked to provide an additional MDA for the balance if it is a Vendor load. If CFS loaded then e-mail full to Arcadia Intake Management who will then issue an additional MDA number for the balance.

No document should be pouched before OBA is completed (within 4 working days of mother vessel departure).

PS: APLL will continue to use ACS123 for data input and shipment data will get EDI to Arcadia Extranet system. Any Origin functions that required manual entry into Extranet will be done by APLL CQ Office.
Vessel schedules update in Extranet will be done by APLL CQ Office
Freight charges at OBA level (Freight/BAF/CAF/GOH surcharges-if applicable) will be done by APLL CQ Office.
Daily OBA errors check will be monitored by APLL CQ/UK office and follow up with APLL Origins.
DC bookings at destination will be done via Extranet and will be performed by APLL UK.
SFD update in Extranet will be done by APLL UK.
Total invoice freight charges entry to Extranet will be done by APLL CQ Office.

OBA CREATION

CFS Loads –

The 'complete' OBA information is to be input to Extranet (Arcadia) within 3 working days. SA from APLL should also be transmitted within 3 working days.

Vendor Loads –

OBA Information will be inputted based on Vendor's documentation, if no documents have been received, the input is to be based on the Vendor's manifest.

The OBA information for Vendor loads is to be input to Extranet within the same time frame as given above for CFS loads.

OBA Errors

On a daily basis, APLL UK/CQ will be expected to log onto Extranet (OBA errors) to check if any errors/problems have been highlighted. All errors/problems must be investigated by APLL CQ/UK and corrections notified by email to relevant APLL Origin.

Any error which APLL cannot resolve, it will be referred to Arcadia Import Department for advice.

Each APLL Origin office is required to update the new details to ensure that all queries have been resolved within 48 hours of the OBA error being highlighted.

APLL Origin can extract the report format from SeeChange under (Template – Purchase Order: Adhoc – Report Name: Mother Vessel OBA Notification).

6) EUROPEAN ENTRY SUMMARY DECLARATION (ENS) COMPLIANCE

Scope

As part of the European Union (EU) regulation 1875/2006, carriers will be required to provide EU customs a Entry Summary Declaration filling for vessels sailing after 31st Dec 2010. This will apply to cargo that –

- Imported into the EU
- Discharged in an EU port for transit by rail or truck to a non-EU destination
- Transshipped in an EU port for loading on to another vessel for carriage to a non-EU destination
- Remaining on board the vessel (FROB) during ports of call in the EU with a destination outside the EU.

The ENS submission must be done by (vessel operating) carriers at MBL level, but APLL has to responsibility to provide the carriers the necessary ENS elements on the Shipping Instructions on timely basis (before carriers' SI or ENS closings).

Below is the list of ENS elements generated required by carriers and where you should get the information:

Element	Shipper	Customer PO upload	Cnee Notify profiles 32.51	APLL
Full name and address of shipper	X			
Full name and address of consignee and notify party			X	
EORI references of consignee and notify party			X	
Clear goods description	X			
Harmonized Commodity (HS) codes (MIN 6 Digits)	X			
Type of packages (description)	X			
Number of packages	X			
EU standard PKG code				X (from 99.16)
container number	X (Fty load)			X (APLL Load)
container seal	X (Fty load)			X (APLL Load)
cargo gross wt	X			
un code for DG cargo	X			
method of freight payment (only when prepaid at origin)				X (when APLL is bkg party)

Party responsible to pay ENS

Shipper	X
Consignee	<input type="checkbox"/>
Others, pls specify	<input type="checkbox"/>

Special Remarks : Please request carrier to raise ENS charge locally (Pre-paid)

CHINA CUSTOMS ADVANCE MANIFEST (CCAM) ADJUSTMENT**(REGISTRATION NUMBERS)**

PER NEW REQUIREMENTS COMING INTO EFFECT ON 01-JUNE AFFECTING ALL SHIPMENTS TO / FROM / VIA CHINESE PORTS, ADDITIONAL INFORMATION MUST BE PROVIDED TO CHINA CUSTOMS AT LEAST 24 HOURS PRIOR TO CARGO LOADING.

WE HAVE SUMMARISED THAT INFORMATION BELOW FOR EASY REFERENCE.

HBL WHERE THE CUSTOMER APPEARS IN THE CONSIGNEE SECTION:

DESTINATION	ADDRESS	VAT / COMPANY REGISTRATION	CONTACT NAME	CONTACT NUMBER
ARCADIA GROUP LIMITED (ARCADIA BRANDS)				
OR				
ARCADIA GROUP BRANDS LIMITED	2ND FLOOR COLEGRAVE HOUSE, CITY 70 BERNERS STREET, LONDON, W1T 3NL, UK	169 094 336	DEREK POUNCEY	+44 (0)207 927 1474
(PER CONSIGNEE SECTION OF SOP)				

CARRIER BL WHERE APL LOGISTICS APPEARS IN THE CONSIGNEE SECTION:

DESTINATION	ADDRESS	COMPANY NUMBER	CONTACT NAME	CONTACT NUMBER
APL LOGISTICS UK (AEO STATUS "F")	2ND FLOOR, GREDLEY HOUSE, 1-11 BROADWAY, STRATFORD, LONDON E15 4BQ, UK	FC023240	LISA TOOP	+44 (0) 208 536 3440

ADVANCE SHIPMENT NOTIFICATION

SA Format Option(s): 2 Internal: SA setup is for (AGL)	1) Arcadia's Format (as per attached appendix) 2) APL Logistics Standard Shipping Advice (SA) 3) Email text 4) EDI (Automated Shipping Notice – ASN) 5) SeeChange – Automated delivery 6) None required or SeeChange on demand.		
Timeline: within 3 working days after ETD (based on Mother Vessel)	for standard ocean		
	RECIPIENT 1 for SA report via email attachment	RECIPIENT 2 for SA report via email attachment	RECIPIENT 3 for SA report via email attachment
Contact Name	Joyce Luo	Arcadia_ops@apllogistics.com	Antonio Morente
Company Name	APLL CQ Joyce_luo@apllogistics.com	APLL UK Freda_zhou@apllogistics.com	APLL UK Antonio_Morente@apllogistics.com
eMail Address			
	RECIPIENT 4 for SA report via email attachment	RECIPIENT 5 for SA report via email attachment	RECIPIENT 6 for SA report via email attachment
Contact Name	Ashley Dodds		
Company Name	APLL UK Ashley_Dodds@apllogistics.com		
eMail Address			
	RECIPIENT 7 for SA report via email attachment	RECIPIENT 8 for SA report via email attachment	RECIPIENT 9 for SA report via email attachment
Contact Name			
Company Name			
eMail Address			

7) EXPORT DOCUMENT MANAGEMENT

BILL OF LADING PREPARATION – IFS BUSINESS

THIS INSTRUCTION IS FOR FACTORY LOAD CARGO ONLY AND ANY CONSOLIDATION CARGO MUST FOLLOW USUAL GUIDELINES (SWB ONLY).

ORIGINAL HBL CAN ONLY BE ISSUED FOR THESE FACTORIES SPECIFIED WITHOUT EXCEPTION ALL OTHER APLL HBL'S SHOULD BE ISSUED IN LINE WITH BELOW REQUIREMENTS AND BE SWB NOT ORIGIN HBL

Type of Bill of Lading to be issued:		SWB – Will need to be cut by each individual (Brands) APLL HBL is not allowed to be released to Shipper without prior approval from Arcadia Import Department Approval from Arcadia for Original APLL HBL to be issued:- only two Original (APLL) HBL should be release to vendor when all documentation been received and completed 1. China: Shipper: MIGHT MORE INDUSTRIAL LTD. Port of Loading: Hong Kong 2. Thailand: Shipper: THAISUN MANUFACTURING CO., LTD. Port of Loading: Bangkok NO APLL HBL to be issued for CNS business – refer to: “NOMINATED COUNTRIES AND SERVICES”	
Payment Terms	Service Terms	Collect	
Billing code (if based on consignment)			
Origin Port(s) / Point(s):		As per “NOMINATED COUNTRIES AND SERVICES” Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air	
Destination Port(s) / Point(s)*:		Monkspath, UK – OIU (LSS: GBSOL) Redmoor, Milton Keynes, UK – KJC (LSS: GBMIK) Leeds, UK – LUK (LSS: GBLBA) WT Prima, UK – MHQ (LSS: GBMNC) Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air	
Customs Clearance Location:		Felixstowe (LSS: GBFXT) Southampton (LSS: GBSOU) London gateway (LSS: GBLGP)	
Restrictions or instructions:		---	

Shipper	Factory load	Must be the actual Shipper’s name and address	
Consolidated load – one Shipper		Must be the actual Shipper’s name and address	
Consolidated load – multiple Shippers		APL Logistics on behalf of (list of Shippers) or List of Shippers	
Forwarding Agent:		APL Logistics	
Consignee	CD:	IMPORTER OF RECORD CODE: EORI# (for EU Imports): GB169094336000 (for MBL preparation)	
Company Name (based on Brands shipped, Consignee will have to be attention as follows: Arcadia (Brand		To Arcadia (Dorothy Perkins) TADLON To Arcadia (Burton Menswear) TABLON	

APL LOGISTICS, LTD			EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		ARCADIA GROUP LTD DATE: 24 APRIL 2018	
Name)			To Arcadia (Evans) TAELO To Arcadia (Top Man) TATLO To Arcadia (Top Shop) TASLO			
LSS Business Partner Code (Consignee)		CD:	To Arcadia (Dorothy Perkins) BP_TADLO To Arcadia (Burton Menswear) BP_TABLO To Arcadia (Evans) BP_TAELO To Arcadia (Top Man) BP_TATLO To Arcadia (Top Shop) BP_TASLO			
Street / P.O. Box			2 nd Floor Colegrave House			
City		State	70 Berners Street		London	
Postal code		Country	W1T 3NL		UK	
Contact	Phone#	eMail				
1st Notify Party		CD:	Arcadia Group Brands Limited			
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name)			Dorothy Perkins ARDLO Burton Menswear ARBLON Evans ARELO Top Man ARTLO Top Shop ARSLON			
LSS Business Partner Code (Notify 1)		CD:	Dorothy Perkins BP_ARDLO Burton Menswear BP_J0083 Evans BP_J0089 Top Man BP_J0097 Top Shop BP_J0095			
Street / P.O. Box			Import Department, 2 nd Floor Colegrave House			
City		State	70 Berners Street		London	
Postal code		Country	W1T 3NL		UK	
Contact	Phone#	eMail	Arcadia.imports@arcadiagroup.co.uk			

BILL OF LADING PREPARATION

Type of Bill of Lading to be issued:	<p>SWB – Will need to be cut by each individual (Brands)</p> <p>APLL HBL is not allowed to be released to Shipper without prior approval from Arcadia Import Department</p> <hr/> <p>Approval from Arcadia for Original APLL HBL to be issued:- only two Original (APLL) HBL should be release to vendor when all documentation been received and completed</p> <p>1. China: Shipper: MIGHT MORE INDUSTRIAL LTD. Port of Loading: Hong Kong</p>
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APL LOGISTICS, LTD		EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		ARCADIA GROUP LTD DATE: 24 APRIL 2018	
		2. Thailand: Shipper: THAISUN MANUFACTURING CO., LTD. Port of Loading: Bangkok <hr/> NO APLL HBL to be issued for CNS business (Refer to: "NOMINATED COUNTRIES AND SERVICES")			
Payment Terms	Service Terms	Collect			
Billing code (if based on consignment)					
Origin Port(s) / Point(s):		As per "NOMINATED COUNTRIES AND SERVICES" Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air			
Destination Port(s) / Point(s)*:		Monkspath, UK – OIU (LSS: GBSOL) Redmoor, Milton Keynes, UK – KJC (LSS: GBMIK) Leeds, UK – LUK (LSS: GBLBA) WT Prima, UK – MHQ (LSS: GBMNC) Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air			
Customs Clearance Location:		Felixstowe (LSS: GBFXT) Southampton (LSS: GBSOU) London gateway (LSS: GBLGP)			
Restrictions or instructions:		--- ---			
Shipper	Factory load	Must be the actual Shipper's name and address			
Consolidated load – one Shipper		Must be the actual Shipper's name and address			
Consolidated load – multiple Shippers		APL Logistics on behalf of (list of Shippers) or List of Shippers			
Forwarding Agent:		APL Logistics			
Consignee	CD:	IMPORTER OF RECORD CODE: EORI# (for EU Imports): GB169094336000 (for MBL preparation)			
Company Name (based on Brands shipped, Consignee will have to be attention as follows: Arcadia (Brand Name))		To Arcadia (Miss Selfridge) TAMLON To Arcadia (Wallis) TAWLON			
LSS Business Partner Code (Consignee)	CD:	To Arcadia (Miss Selfridge) BP_C5612 To Arcadia (Wallis) BP_C5624			
Street / P.O. Box		2 nd Floor Colegrave House			
City	State	70 Berners Street	London		
Postal code	Country	W1T 3NL	UK		
Contact	Phone#	eMail			
1 st Notify Party	CD:	A.G. Clothing Ltd			
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name))		Miss Selfridge AGMLON Wallis AGWLN			
LSS Business Partner Code (Notify 1)	CD:	Miss Selfridge BP_AGMLON Wallis BP_J0019			

APL LOGISTICS, LTD			EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		ARCADIA GROUP LTD DATE: 24 APRIL 2018
Street / P.O. Box			Import Department, 2 nd Floor Colegrave House		
City	State		70 Berners Street	London	
Postal code	Country		W1T 3NL	UK	
Contact	Phone#	eMail			Arcadia.imports@arcadiagroup.co.uk

CARRIER BILL OF LADING PREPARATION

Master SWB with Port of Discharge for both (AGL)
 Southampton – SOU
 Felixstowe – FEL
 London Gateway – LGP

Customer: Arcadia Group Limited

Consign: APL Logistics UK (Consignee Code: APLLON)
 2nd Floor, Gredley House
 1-11 Broadway, Stratford
 London
 United Kingdom
 E15 4BQ

Notify 1: APL Logistics UK (Notify Party Code: APLLON)
 2nd Floor, Gredley House
 1-11 Broadway, Stratford
 London
 United Kingdom
 E15 4BQ

Attention: Lisa Toop

Notify 2: (NAC: Arcadia)

Bill issued should not be Rated.

CARRIER BILL OF LADING PREPARATION – CNS BUSINESS

**** EXCEPTION TO BELOW: PAKISTAN ORIGIN WHEREBY APL LOGISTICS SHOULD NOT BE MENTIONED IN SHIPPER OR CONSIGNEE DETAILS ON CARIRERSWB (THIS IS EXCEPTION TO BELOW INSTRUCTIONS FOR B/L PREPARATION FOR CNS BUSINESS WHERE SHIPPER SHOULD BE “ACTUAL SHIPPER” AND CONSIGNEE “ARCADIA GROUP LIMITED”**

Type of Bill of Lading to be issued:		SWB – Will need to be cut by each individual (Brands) MSC/Hapag/ONE/Seago BL is not allowed to be released to Shipper without prior approval from Arcadia Import Department	
Payment Terms	Service Terms	Collect	
Billing code (if based on consignment)			
Origin Port(s) / Point(s):		As per <u>“NOMINATED COUNTRIES AND SERVICES”</u> Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air	
Destination Port(s) / Point(s)*:		Felixstowe (LSS: GBFXT) Southampton (LSS: GBSOU) London gateway (LSS: GBLGP) Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air	
Customs Clearance Location:		Port of Discharge Felixstowe (LSS: GBFXT) Southampton (LSS: GBSOU) London gateway (LSS: GBLGP) <i>Please use the POD that corresponds to the loop / string allowed as per carrier allocation / cut-off agreement and PTS instructions.</i>	
Restrictions or instructions:		---	

Shipper	Factory load	Must be the actual Shipper's name and address	
Consolidated load – one Shipper		Must be the actual Shipper's name and address	
Consolidated load – multiple Shippers		APL Logistics on behalf of (list of Shippers) or List of Shippers	
Forwarding Agent:		APL Logistics	
Consignee	CD: APLAGL	IMPORTER OF RECORD CODE: EORI# (for EU Imports): NL809777265 (for MBL preparation)	
Company Name (based on Brands shipped, Consignee will have to be attention as follows: Arcadia (Brand Name))		APLL Logistics UK O/B Arcadia Group Limited	
LSS Business Partner Code (Consignee)	CD: BP_B7299		
Street / P.O. Box		2 nd Floor, Gredley House	
City	State	1-11 Broadway, Stratford	London
Postal code	Country	E15 4BQ	UK
Contact	Phone#	eMail	

APL LOGISTICS, LTD			EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		ARCADIA GROUP LTD DATE: 24 APRIL 2018	
1st Notify Party		CD:	Arcadia Group Brands Limited			
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name))		Burton Menswear ARBLON Dorothy Perkins ARDLON Evans ARELON Top Man ARTLON Top Shop ARSLON				
LSS Business Partner Code (Notify 1)		CD:	Burton Menswear BP_J0083 Dorothy Perkins BP_ArdLON Evans BP_J0089 Top Man BP_J0097 Top Shop BP_J0095			
Street / P.O. Box		Import Department, 2 nd Floor Colegrave House				
City	State	70 Berners Street		London		
Postal code	Country	W1T 3NL		UK		
Contact	Phone#	eMail			Arcadia.imports@arcadiagroup.co.uk	
2nd Notify Party		CD: APLLON				
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name))		APL Logistics UK				
LSS Business Partner Code (Notify 2)		CD: BP_B7648				
Street / P.O. Box		2 nd Floor, Gredley House				
City	State	1-11 Broadway, Stratford		London		
Postal code	Country	E15 4BQ		UK		
Contact	Phone#	eMail	Lisa Toop	+44 (0)208 536 3440	Arcadia_ops@apllogistics.com	

CARRIER BILL OF LADING PREPARATION – CNS BUSINESS

Type of Bill of Lading to be issued:	SWB – Will need to be cut by each individual (Brands) MSC/Hapag/ONE/Seago BL is not allowed to be released to Shipper without prior approval from Arcadia Import Department		
Payment Terms	Service Terms	Collect	
Billing code (if based on consignment)			
Origin Port(s) / Point(s):	As per "NOMINATED COUNTRIES AND SERVICES" Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air		
Destination Port(s) / Point(s)*:	Felixstowe (LSS: GBFXT) Southampton (LSS: GBSOU) London gateway (LSS: GBLGP) Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air		
Customs Clearance Location:	Port of Discharge Felixstowe (LSS: GBFXT)		

APL LOGISTICS, LTD		EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		ARCADIA GROUP LTD DATE: 24 APRIL 2018	
		Southampton (LSS: GBSOU) London gateway (LSS: GBLGP) <i>Please use the POD that corresponds to the loop / string allowed as per carrier allocation / cut-off agreement and PTS instructions.</i>			
Restrictions or instructions:		---			
Shipper		Factory load	Must be the actual Shipper's name and address		
Consolidated load – one Shipper		Must be the actual Shipper's name and address			
Consolidated load – multiple Shippers		APL Logistics on behalf of (list of Shippers) or List of Shippers			
Forwarding Agent:		APL Logistics			
Consignee	CD: APLAGL	IMPORTER OF RECORD CODE: EORI# (for EU Imports): NL809777265 (for MBL preparation)			
Company Name (based on Brands shipped, Consignee will have to be attention as follows: Arcadia (Brand Name))		APLL Logistics UK O/B Arcadia Group Limited			
LSS Business Partner Code (Consignee)	CD: BP_B7299				
Street / P.O. Box		2 nd Floor, Gredley House			
City	State	1-11 Broadway, Stratford	London		
Postal code	Country	E15 4BQ	UK		
Contact	Phone#	eMail			
1st Notify Party	CD:	A.G. Clothing Ltd			
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name))		Miss Selfridge AGMLON Wallis AGWLON			
LSS Business Partner Code (Notify 1)	CD:	Miss Selfridge BP_AGMLON Wallis BP_J0019			
Street / P.O. Box		Import Department, 2 nd Floor Colegrave House			
City	State	70 Berners Street	London		
Postal code	Country	W1T 3NL	UK		
Contact	Phone#	eMail	Arcadia.imports@arcadiagroup.co.uk		
2nd Notify Party	CD: APLLON				
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name))		APL Logistics UK			
LSS Business Partner Code (Notify 2)	CD: BP_B7648				
Street / P.O. Box		2 nd Floor, Gredley House			
City	State	1-11 Broadway, Stratford	London		

APL LOGISTICS, LTD		EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)			ARCADIA GROUP LTD DATE: 24 APRIL 2018
Postal code	Country		E15 4BQ	UK	
Contact	Phone#	eMail	Lisa Toop	+44 (0)208 536 3440	Arcadia_ops@ apllogistics.com

FORWARDERS CARGO RECEIPT PREPARATION

FCR		By Supplier By Brand By Department	
Payment Terms	Service Terms	---	---
Billing code (if based on consignment)			
Origin Port(s) / Point(s):		As per "NOMINATED COUNTRIES AND SERVICES" Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air	
Destination Port(s) / Point(s)*:		Monkspath, UK – OIU (LSS: GBSOL) Redmoor, Milton Keynes, UK – KJC (LSS: GBMIK) Leeds, UK – LUK (LSS: GBLBA) WT Prima, UK – MHQ (LSS: GBMNC) Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air	
Customs Clearance Location:		Port of Discharge	
Restrictions or instructions:		---	

Shipper	Factory load	Must be the actual Shipper's name and address	
Consolidated load – one Shipper		Must be the actual Shipper's name and address	
Consolidated load – multiple Shippers		APL Logistics on behalf of (list of Shippers) or List of Shippers	
Forwarding Agent:		APL Logistics	
Consignee			
Company Name (based on Brands shipped, Consignee will have to be attention as follows: Arcadia (Brand Name))		To Arcadia (Dorothy Perkins) TADLON To Arcadia (Burton Menswear) TABLON To Arcadia (Evans) TAELO To Arcadia (Top Man) TATLON To Arcadia (Top Shop) TASLON	
LSS Business Partner Code (Consignee)	CD:	To Arcadia (Dorothy Perkins) BP_TADLON To Arcadia (Burton Menswear) BP_TABLON To Arcadia (Evans) BP_TAELO To Arcadia (Top Man) BP_TATLON To Arcadia (Top Shop) BP_TASLON	
Street / P.O. Box		2 nd Floor Colegrave House	
City	State	70 Berners Street	London
Postal code	Country	W1T 3NL	UK
Contact	Phone#	eMail	
1st Notify Party	CD:	Arcadia Group Brands Limited	
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name))		Dorothy Perkins ARDLON Burton Menswear ARBLON Evans ARELO Top Man ARTLON	

		Top Shop ARSLON	
LSS Business Partner Code (Notify 1)	CD:	Dorothy Perkins BP_ARDLON Burton Menswear BP_J0083 Evans BP_J0089 Top Man BP_J0097 Top Shop BP_J0095	
Street / P.O. Box		Import Department, 2 nd Floor Colegrave House	
City	State	70 Berners Street	London
Postal code	Country	W1T 3NL	UK
Contact	Phone#	eMail	Arcadia.imports@arcadiagroup.co.uk

PS: No APLL HBL or Carrier BL is to be issued without prior agreement from Arcadia Import Department and only FCR should be issued to Shipper.

FORWARDERS CARGO RECEIPT PREPARATION

FCR		By Supplier By Brand	
Payment Terms	Service Terms	---	---
Billing code (if based on consignment)			
Origin Port(s) / Point(s):		As per <u>"NOMINATED COUNTRIES AND SERVICES"</u> Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air	
Destination Port(s) / Point(s)*:		Monkspath, UK – OIU (LSS: GBSOL) Redmoor, Milton Keynes, UK – KJC (LSS: GBMIK) Leeds, UK – LUK (LSS: GBLBA) WT Prima, UK – MHQ (LSS: GBMNC) Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air	
Customs Clearance Location:		Port of Discharge	
Restrictions or instructions:		---	

Shipper	Factory load	Must be the actual Shipper's name and address	
Consolidated load – one Shipper		Must be the actual Shipper's name and address	
Consolidated load – multiple Shippers		APL Logistics on behalf of (list of Shippers) or List of Shippers	
Forwarding Agent:		APL Logistics	
Consignee			
Company Name (based on Brands shipped, Consignee will have to be attention as follows: Arcadia (Brand Name))		To Arcadia (Miss Selfridge) – TAMLON To Arcadia (Wallis) TAWLON	
LSS Business Partner Code (Consignee)	CD:	To Arcadia (Miss Selfridge) – BP_C5612 To Arcadia (Wallis) BP_C5624	
Street / P.O. Box		2 nd Floor Colegrave House	
City	State	70 Berners Street	London
Postal code	Country	W1T 3NL	UK

APL LOGISTICS, LTD			EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		ARCADIA GROUP LTD DATE: 24 APRIL 2018
Contact	Phone#	eMail			
1st Notify Party		CD:	A.G. Clothing Ltd		
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name))			Miss Selfridge – AGMLON Wallis – AGWLON		
LSS Business Partner Code (Notify 1)		CD:	Miss Selfridge – BP_AGMLON Wallis – BP_J0019		
Street / P.O. Box			Import Department, 2 nd Floor Colegrave House		
City		State	70 Berners Street	London	
Postal code		Country	W1T 3NL	UK	
Contact	Phone#	eMail			Arcadia.imports@arcadiagroup.co.uk

PS: No APLL HBL or Carrier BL is to be issued without prior agreement from Arcadia Import Department and only FCR should be issued to Shipper.

FORWARDERS CARGO RECEIPT PREPARATION – CNS BUSINESS

FCR		By Supplier By Brand By Department
Payment Terms	Service Terms	--- ---
Billing code (if based on consignment)		
Origin Port(s) / Point(s):		As per "NOMINATED COUNTRIES AND SERVICES" Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air
Destination Port(s) / Point(s)*:		Monkspath, UK – OIU (LSS: GBSOL) Redmoor, Milton Keynes, UK – KJC (LSS: GBMIK) Leeds, UK – LUK (LSS: GBLBA) WT Prima, UK – MHQ (LSS: GBMNC) Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air
Customs Clearance Location:		Port of Discharge
Restrictions or instructions:		--- ---
Shipper	Factory load	Must be the actual Shipper's name and address
Consolidated load – one Shipper		Must be the actual Shipper's name and address
Consolidated load – multiple Shippers		APL Logistics on behalf of (list of Shippers) or List of Shippers
Forwarding Agent:		APL Logistics
Consignee	APLAGL	
Company Name (based on Brands shipped, Consignee will have to be attention as follows: Arcadia (Brand Name))		APLL Logistics UK O/B Arcadia Group Limited
LSS Business Partner Code (Consignee)	CD: BP_B7299	

APL LOGISTICS, LTD			EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		ARCADIA GROUP LTD DATE: 24 APRIL 2018
Street / P.O. Box			2 nd Floor, Gredley House		
City	State	1-11 Broadway, Stratford		London	
Postal code	Country	E15 4BQ		UK	
Contact	Phone#	eMail			
1st Notify Party		CD:	Arcadia Group Brands Limited		
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name))			Dorothy Perkins ARDLON Burton Menswear ARBLON Evans ARELON Top Man ARTLON Top Shop ARSLON		
LSS Business Partner Code (Notify 1)		CD:	Dorothy Perkins BP_ARDLON Burton Menswear BP_J0083 Evans BP_J0089 Top Man BP_J0097 Top Shop BP_J0095		
Street / P.O. Box			Import Department, 2 nd Floor Colegrave House		
City	State	70 Berners Street		London	
Postal code	Country	W1T 3NL		UK	
Contact	Phone#	eMail	Arcadia.imports@arcadiagroup.co.uk		

PS: Carrier BL is to be issued without prior agreement from Arcadia Import Department and only FCR should be issued to Shipper.

FORWARDERS CARGO RECEIPT PREPARATION – CNS BUSINESS

FCR		By Supplier By Brand By Department
Payment Terms	Service Terms	--- ---
Billing code (if based on consignment)		
Origin Port(s) / Point(s):		As per "NOMINATED COUNTRIES AND SERVICES" Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air
Destination Port(s) / Point(s)*:		Monkspath, UK – OIU (LSS: GBSOL) Redmoor, Milton Keynes, UK – KJC (LSS: GBMIK) Leeds, UK – LUK (LSS: GBLBA) WT Prima, UK – MHQ (LSS: GBMNC) Input ACS123 (AND from LSS if customer has migrated to LSS) codes – remember to use airport codes for air
Customs Clearance Location:		Port of Discharge
Restrictions or instructions:		--- ---
Shipper	Factory load	Must be the actual Shipper's name and address
Consolidated load – one Shipper		Must be the actual Shipper's name and address
Consolidated load – multiple Shippers		APL Logistics on behalf of (list of Shippers) or List of Shippers
Forwarding Agent:		APL Logistics
Consignee	APLAGL	
Company Name (based on Brands)		APLL Logistics UK

APL LOGISTICS, LTD			EXHIBIT B - INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)		ARCADIA GROUP LTD DATE: 24 APRIL 2018	
shipped, Consignee will have to be attention as follows: Arcadia (Brand Name)			O/B Arcadia Group Limited			
LSS Business Partner Code (Consignee)		CD: BP_B7299				
Street / P.O. Box			2 nd Floor, Gredley House			
City		State		1-11 Broadway, Stratford		London
Postal code		Country		E15 4BQ		UK
Contact	Phone#	eMail				
1st Notify Party		CD:		A.G. Clothing Ltd		
Company Name (based on Brands shipped, Notify Party will have to be attention as follows: Arcadia (Brand Name))			Miss Selfridge AGMLON Wallis AGWLON			
LSS Business Partner Code (Notify 1)		CD:		Miss Selfridge BP_AGMLON Wallis BP_J0019		
Street / P.O. Box			Import Department, 2 nd Floor Colegrave House			
City		State		70 Berners Street		London
Postal code		Country		W1T 3NL		UK
Contact	Phone#	eMail		Arcadia.imports@arcadiagroup.co.uk		

PS: Carrier BL is to be issued without prior agreement from Arcadia Import Department and only FCR should be issued to Shipper.

The Buyer in the Forwarders Cargo Receipt (FCR) must match the Consignee Party on House Bill of Lading (HBL) for APLL's nvoc service. The origin and destination of the two documents must be the same. The Shipper must be the actual Shipper of the goods.

TYPE OF DOCUMENTS:	QUANTITY	
	ORIGINALS	<ul style="list-style-type: none"> SCANNED DOCS TO ARCADIA support.centre.work.management@arcadiagroup.co.uk (Docs for both ARCADIA)
Commercial Invoice	0	1
Extranet Packing List (Arcadia)	0	1
Original Certificate of Origin <ul style="list-style-type: none"> 1) Textile products no longer requires OCC 2) Non Textile products OCC still requires to be pouched 	1	1
Original GSP Certificate (if applicable)	1	1
On-Board Advice (OBA Manifest – Container Manifest)	0	1
APLL Seaway Bill (APLL HBL)	0	1
APLL Original Bill (APLL HBL) Original APLL HBL is only issued upon customer request.	1	1
FCR	0	1
Original Export License (visa) (if applicable)	1	1
Any Other forms (if applicable)	1	1

PS: Shipper still needs to declare origin of cargo on their documents (e.g. Invoice, Packing List or Separate Declaration) for customs clearance purposes in UK.

All documents should be pouched to:

Company Name		Arcadia Group Limited			
Name		Adam Suessmuth			
Street / P.O. Box		BURTON BUSINESS PARK, TORRE ROAD			
City	State	Leeds			
Postal code	Country	LS9 7DN	UK		
Contact	Phone#	eMail	Customer Care Department	0044-0113 3806720	---

Documentation should be pouched by per Vessel by POL and cover sheet information should include details as attached:-




CoverSheet for Docs

An Original Export License (if applicable) must always be obtained from the Vendor by APLL Origin.

Original Export Licence must include

- the purchase order number;
- the line number (Style);
- cloth composition;
- A statement of whether goods are knitted or woven, for example, 'Men's 100% cotton woven shirts'.

If Arcadia requires Document Verification, define the process

Document	What to check	Conditions
All documents detail should tally with info submitted at OBA level	See attached  OBA.jpg	Any discrepancies – please follow up with vendors accordingly

Packing lists (Extranet) and Invoices should be received in readable format and if not in A4 size (small version taking up half page not acceptable), poor quality in print or difficult to read, APLL origin should reject with supplier.

DOCUMENTATION PROCEDURES

1) Implementation of E-Documentation (Rapid Scan)

Schedule for implementation:

ACTIVITY			PLAN
			START Week
5	Origin Roll out in 4 Phases		50
5.1	Phase 1: South China (Hong Kong, Yantian, Xiamen)		50
5.1.1	Testing & Review (APLL & Customer side)		50
5.1.2	Go Live		51
5.1.3	Review / Adjustment		52
5.2	Phase 2: North China (Shanghai, Qingdao, Ningbo, Dalian, Xingang, Kaoshiung, Keelung)		1
5.2.1	Testing & Review (APLL & Customer side)		1
5.2.2	Go Live		2
5.2.3	Review / Adjustment		3
5.3	Phase 3: Indian Subcontinent & Middle East (Jawaharlal, Chittagong, Port Qasim, Colombo)		3
5.3.1	Testing & Review (APLL & Customer side)		3
5.3.2	Go Live		4
5.3.3	Review / Adjustment		5
5.4	Phase 4: Rest (Mauritius, Madagascar, Egypt, Dubai, Malaysia, Guatemala)		5
5.4.1	Testing & Review (APLL & Customer side)		5
5.4.2	Go Live		6
5.4.3	Review / Adjustment		7

For the detailed process description of timelines, Uploads, process rules etc please refer to the document below:



Rapid Scan
SOP_04_01.docx

1) Missing documentation 7 days prior to UK arrival of the vessel (exception: Egypt to follow process of notification to customer 4 working days from vessel ETD notification)

If documents are still not received 7 days prior to vessel arrival destination, APLL Origin will email Arcadia Import Department cc APLL UK and CQ teams giving full details. Sample attached:



attachment 2c
outstanding docs

For any late documentation, APLL Origin will request copies of the documentation from the vendor and upload these to Rapid and notify APLL UK Op's late documentation issue is now resolved.

DISTRIBUTION OF DOCUMENTS

The first documents pouch must be sent **within (5) working days after origin vessel departure**.

Note: Egypt/Bangladesh/Pakistan/Guatemala are having 6 working days

Documents for a particular vessel must be uploaded to Rapid within the above time frames. Do not hold back any documentation, pending late documents.

No documentation to be sent without an OBA manifest report

Bill of Lading checks for shipments of Bangladesh origin (+ OBL's relating to vendors where OBL accepted by Arcadia per specified - [CARRIER BILL OF LADING PREPARATION – CNS BUSINESS](#))

FOR EACH VESSEL THAT CONTAINS SHIPMENTS FROM BANGLADESH, ARCADIA WILL PROVIDE LIST TO APLL UK WHICH PROVIDES UPDATED STATUS OF OBL'S.

THIS WILL BE USED BY APLL, WHO ARE CONFIRMED WITH MAERSK REFERENCE B/L NUMBERS FOR EACH CONTAINER (MOST WILL HAVE MORE THAN ONE B/L), WHICH HAS BEEN TELEX RELEASED AND WHICH ARE STILL OUTSTANDING IN REQUIRING RELEASE. APLL WILL CHECK WITH **MSC** ON STATUS OF OBL'S 7-10 DAYS PRIOR TO VESSEL ETA UK DATE AND WORK WITH ARCADIA ON ANY REMAINING OBL'S PENDING USING LIST MAINTAINED BY ARCADIA AS STATUS REPORT.



UPDATED BOL
MSC.XLSX

If any delivery bookings will be impacted due to no OBL received/Carrier not released, APLL to notify relevant brand/DC using 48 notification rule (please refer to page 61 for more details).

Public Holidays

APLL UK must advise Arcadia Intake Management of any public holiday affecting origins (**at least 4-6 weeks prior to the start date**). If the holiday affects document dispatch then this must also be advised to Arcadia Import Department.



Holiday for Arcadia
Year 2017.xlsx

Attached herewith APLL Offices Holidays example as reference:

E-mail detail must include:

- Origin


- Inclusive dates of holiday
- Working arrangements at Forwarder office during holiday period (where applicable)
- Name of vessels with ETD & ETA UK dates
- Original date of courier of 1st documentation package & revised date
- Revised date of OBA input into Extranet (via ACS123)

APLL origins must provide timely feedback (within 48hr's) reference any requests for above information by APLL CQ or UK teams. Any delay without proper reason (i.e. announcement of government) will result in SIO's.



AGL Holidays cut-off
adjustment-JUNE.XLS'

DOCUMENT DELAY NOTIFICATION

DDN Format Option:	1) APL Logistics Standard DDN 2) SeeChange – Alert 3) See Change – Template report based on the alert 4) None required or SeeChange on demand.		
Timeline:	1 st DDN should be triggered based on the 5 th working day of load port and subsequent will be every 2 days.		
Shipper direct report	---		
	RECIPIENT 1	RECIPIENT 2	RECIPIENT 3
Contact Name	Name List attached:	Ashley Dodds	
Company Name eMail Address or Fax number	 Arcadia APL origin contacts s... APLL Origin Offices	APLL UK Ashley_Dodds@apllogistics.com	
	RECIPIENT 4	RECIPIENT 5	RECIPIENT 6
Contact Name	Arcadia APLL Operations	Joyce Luo	
Company Name eMail Address or Fax number	Arcadia_ops@apllogistics.com	APLL CQ Joyce_luo@apllogistics.com	
	RECIPIENT 7	RECIPIENT 8	RECIPIENT 9
Contact Name	Kana Xiao	Antonio Morente	
Company Name eMail Address or Fax number	APLL CQ Kana_Xiao@apllogistics.com	APLL UK Antonio_Morente@apllogistics.com	

Drop 1	Drop 2	Drop 3	
Monkspath	Crewe	Halifax	All
Milton Keynes	Leeds	Halifax	All
APL LOGISTICS, LTD	EXHIBIT B -	ARCADIA GROUP LTD	
Milton Keynes	INTERNATIONAL LOGISTICS SERVICES PROCEDURES (ILS LP)	DATE: 24 APRIL 2018	All
Leeds	Milton Keynes	Leeds	All
Crewe	Monkspath	Leeds	All
INVOICE MANAGEMENT	Monkspath	Leeds	All
Peterborough	Monkspath	Leeds	All
BILLING PARTY	Leeds	Leicester	All
Monkspath	Leeds	Leicester	All
ARCADIA Division	BOOKING OFFICE	Leicester	All
Peterborough	Monkspath	Leicester	All
RHS Account Code: ACS8014311	ACS123 Billing Code: AGR	Peterborough	All
Leeds	Peterborough	Leicester	All
ILS Business Partner (Bill-To Party) Code:	BP AGR	Peterborough	All
Milton Keynes	Peterborough	Leicester	All
Monkspath	Peterborough	Leicester	All
Rebill to Code: LON	Invoice Transfer to Party: LON	OCR: LON	All
Milton Keynes	Leeds	Monkspath	All
EORI# - GB 169 094 336 000	VAT Registration - 169 094 336	Deferment A/C : 882 4305	All
Peterborough	Leicester	Monkspath	All
Company Name	Milton Keynes	Monkspath	All
Street / P.O. Box	Milton Keynes	Monkspath	All
City	Peterborough	Monkspath	All
State	Leeds	Leeds	All
Monkspath	Crewe	Peterborough	All
Postcode	Leeds	Peterborough	All
Milton Keynes	Leeds	Peterborough	All
Country	Country	Country	All
Account Payable	Contact Name	Email Address	Telephone
Leeds	Debbie Reeves	Debbie.reeves@arcadiagroup.CO.UK	44 (0) 113 380 6677
Monkspath			0113 380 5121
Primary			
Leeds			
Milton Keynes			
Second			
Milton Keynes			

STANDARD SERVICES

Arcadia agrees to pay APLL the following charges in GBP unless otherwise specified

Rates sheet to be attached

- Ocean related – waiting to be converted to Arcadia's format (will attach once ready). It will be updated on a monthly basis with BAF and (CAF-if applicable)
- Inland Haulage as attached. It will be updated when required



Arcadia Rate Matrix
1st August - 31st Au

Non-Vessel Operating Common Carrier (NVO) Services

NVOCC Ocean rates to be filed in QMS

Air Freight (EAS) Services

Not Applicable

INVOICING PROCESS

APLL Origin office will transfer the oversea invoices to APLL UK based on Container Level.

For Arcadia – Freight charges must be entered in Extranet by APLL CQ will be at container level (based on CBM) with correct currency. Freight cost should include all collect charges + destination. For any exception charges, a supplementary invoice should be raised and it will need to be approved by Arcadia Intake Management.

In addition a VAT invoice will need to be submitted either for each container or vessel. The invoice should include the same level of details as attached format and to be submitted by APLL UK:-



Document 1.PDF

Each VAT invoice must be accompanied by a summary of charges in order of Container Stuffing Number. The information on the summary needs to be in a table format, detailing the following



Document 2.PDF

All OBA Freight cost(s) will be checked by Arcadia Accounts upon receipt of original documentation and APLL UK will be notified of any discrepancies accordingly. Freight cost for Arcadia should only be updated in Extranet after delivery has been completed.

ADDITIONAL CHARGES

For any additional charges outside usual standard charges (i.e. demurrage, customs x-ray charge), APLL UK op's team will communication summary on a weekly basis to Arcadia and confirm approval and APLL UK will bill these charges on invoice with other standard charges.



RE OPERATIONS
Weekly additional cha

INVOICE FREQUENCY

Arcadia will expect to receive their invoices at container level for both Arcadia Brands. Invoices to be raised after container has been delivered to DC. Invoices are to be sent to Arcadia Fridays weekly covering cargo delivered between Sunday – Saturday of week prior.

Arcadia will advise APLL within 7 working days of receiving the invoice if the invoice charges are in dispute.

INVOICE SUPPORTING DOCUMENTATION

APLL UK will supply the following documents to accompany the invoice and if there are exception charges involved, approval email signed off by Arcadia Intake Management



Document 3.PDF

CREDIT TERMS

APLL has agreed to the following credit terms. Please ensure the credit application has been approved.

Service	CNS	NVO
Ocean	30 Days Credit (Date of Invoice)	30 Days Credit (Date of Invoice)
Air	---	---
Other Services	---	---

LATE PAYMENT CHARGES

APLL will assess a late payment charge of five percent (5%) for all administrative fees not paid to APLL within the agreed upon payment period.

ACCOUNT'S PAYMENT PROCEDURE

Invoice Type	Method of Payment	Paid By
Invoice (by Container)	Electronic Remittance	The Accounting Centre – Account Payable

9) DESTINATION CARGO MANAGEMENT

TRANSPORTATION

YES	Arcadia appoints APLL to provide FCL drayage from the BL destination port to the factory or warehouse
YES	Arcadia appoints APLL to provide LTL drayage from the BL destination port to the factory or warehouse
NO	Arcadia appoints APLL to provide rail or rail/truck transportation services from the BL destination port to the factory or warehouse.

INBOUND NOTIFICATIONS

For international freight consigned to APLL destination offices the following information is required as listed below:

Required Information	Timeline	Remarks
Shipment Pre-alert (Standard Format)	Sent within 2 – 3 working days after origin ETD via email	

DESTINATION DC BOOKING PROCESS

Booking Tool to confirm Brand Priorities

In advance of DC booking process, APLL UK have implemented a new process with Arcadia to ensure that Arcadia's brands can prioritise urgency of their cargo at container level. This processes is managed between APLL UK, Arcadia's Central Bookings team and Arcadia Brands as outlines within the attached.



Arcadia Container
Booking Manual V1.2.

Bookings

Bookings can be requested once an OBA shows on the Extranet (suggest to do so latest 10 days before vessel arrival to avoid any re-booking) and the earliest delivery date and time requested should be 4 working days after vessel ETA.

Booking should always be requested for the whole container, but where necessary individual lines can be requested separately.

The demurrage date must be entered correctly. This represents the date after free time ends and demurrage starts as agreed with Arcadia Logistics.

If the confirmed booking date returned by DC falls on or after the Demurrage Date, this must be approved by Arcadia Intake Management.

Starting from 17 Feb 2011 – In order to comply with HMRC requirements all Arcadia containers should be delivered at the very latest within 14 days of ETA. If any Brands request to extend this time, APLL UK will have to reiterate this requirement and copy Arcadia Intake Management on the correspondence.

For multi-drop containers the booking date must be requested by the APLL UK as soon as possible.

For any LCL deliveries for Arcadia which have delivery point on PTS as Arcadia DC, APLL UK must check with Arcadia Intake Team to confirm delivery point. This is due to sortation requirements for LCL which is outside standard FCL process requirements.

For all other bookings APLL UK to arrange deliveries basis of booking requests via Extranet and liaise with the Arcadia Central Bookings team via email as required.



Haulage Availability

APLL UK WILL SEND ARCADIA HAULAGE AVAILABILITY UPDATES EACH MORNING REFLECTING STATUS BASIS OF HAULIER / CARRIER FEEDBACK



Operations Haulage
Update.msg

Outstanding Bookings

APLL UK will send overview of any outstanding bookings pending DC booking confirmation (of more than a few days) every Friday and forward to Arcadia Intake Team (Shabana/Ian/Fran). This is to address any delays in booking from Arcadia side.



Late booking
weekly email WK 23.

Booking Movements

Any booking movements requested by the Arcadia Brand Logistics Department are ok to action, unless it moves into a period of demurrage-

If for any reason APLL UK needs to request the booking to be moved, they are to notify the relevant Arcadia Intake Management / Central Bookings Team via phone and e-mail.

APLL 48 hour notification rule for issues which may impact ability to fulfill delivery booking requirements.

APLL UK are required to highlight any issues impacting their ability to fulfill container booking requirements to booked delivery location to the relevant brand (c.c. Arcadia Intake Team) by latest timeframe of 48 hours prior to confirmed DC booking date/time.

Should the brand wish to proceed with booking basis of this notification of issue, if haulage arrangements not cancelled by 12 noon on the day prior to delivery taking place, any additional charges may be incurred should delivery arrangements not take place (i.e. due to missing OB/L's, customs holds etc).

Delivery to DC

Upon arrival at the DC 'Hi Visibility Jackets' must be worn at all times by the driver.

Any delays to the delivery or if delivery is missed then this must be reported on the 'Daily Delivery Schedule' as attached:



Daily Delivery Report

If upon delivery the DC sign for shortages or other discrepancies (that are not previously known by APLL) then details must be sent immediately to Arcadia Intake Management by DC.

New Security Instruction for Milton Keynes:

Valid as from 1st of March

VEHICLE SEALS – APPLIES TO ALL ARCADIA DC'S

All vehicles must have an intact seal on the vehicle when presented to the security gates at the DC.

The seal should be noted on the delivery documents (CDAN for NCS carriers).

If your vehicle has multiple collection / drop off points en-route to the DC's the driver must carry with them a sufficient number of seals so that they can re-seal the vehicle after each collection / delivery.

These seals numbers should be noted on the delivery documents and signed against by a representative from the last company to evidence when the vehicle was re-sealed.

This is not a new requirement and is covered in the Arcadia manuals so you should all be aware of the requirements and it should not cause any delays.

AUTOMATIC NUMBER PLATE RECOGNITION (ANPR) – MILTON KEYNES DC ONLY

The MK DC will now start to use the ANPR system at the DC to improve security measures. At present, this is only operated at the MK DC but may move to other DC's in the near future.

In order to gain access to the MK site, all hauliers are required to email the MK Bookings team on BOOKINGS.MK@ARCADIAGROUP.CO.UK with the following details.

Booking Reference

Booked delivery time

Vehicle Registration number

Driver Name

Haulage company name

Sub - Contractor company name (if not main carrier).

The email should have the subject - Vehicle Delivery Details for Booking Ref

The information must be sent to the MK Bookings team by 16.00 on the day prior to the actual delivery.

Should an issue arise that requires a change of vehicle or driver, if between the hours of 08.00 to 17.00, an email can be sent to the booking with the revised details but must be sent 2 hours prior to delivery. The email subject should be marked as **URGENT CHANGE TO DELIVERY DETAILS**.

A weekly code word will be issued by the sfa team so that replacement drivers / vehicles are able to quote the code word to gain access to the site. The drivers must be able to quote the original driver vehicle details and an email sent as soon as possible (before 08.00) listing the revised details as in the above instruction.



Vehicle Delivery
Details for 300518.ms

SUB-CONTRACTORS

As per the Arcadia manual, all sub-contractors must be approved by Arcadia to be able to gain access to the site. I am aware that this has again not been strictly enforced previously but will be from the 1st March. We are not about to audit every sub-contractor before the 1st but we require you to ensure any sub-contractor has been carefully vetted and for a list of all currently used sub-contractors to be sent to the MK

Bookings team, NCS team and myself for record. Any new sub-contractors must be advised prior to engagement so that Arcadia can carry out their own vetting and provided authorisation.

OUT OF HOURS CONTACTS

A list of all contacts details (emails and phone numbers) must be sent to the DC bookings teams clearly identifying operational hours for contact.

DROP AND SWAP AGREEMENTS

APLL UK op's will manage Arcadia's Drop and Swap arrangements via communication with Arcadia DC's and nominated Arcadia hauliers with overviews communicated in line with agreed arrangements.

Example report;



Drop and Swap
Reports MK-MP-Leed

LCL Direct Deliveries to Milton Keynes, Shirley and Leeds:

With immediate effect all LCL deliveries will have to be arranged to DC directly.

Requirements:

- STOCK PALLETIZED AND SHRINK WRAPPED
- STOCK IS STACKED ON THE PALLET IN ORDER OF LINE NUMBERS
- ENSURE THE LINES NUMBERS ARE NOT MIXED
- DIMENSION WE WOULD REQUIRE IS A STANDARD UK PALLET STACK NO HIGHER THAN 1.8 METERS
- THE PALLETS CAN BE MIXED STOCK (AS LONG AS STILL LINE ORDER MAINTAINED) BUT MUST LEVELLED OFF AND DIVIDED, CARDBOARD SHEET IS FINE.
- WEIGHT SHOULD NOT BE AN ISSUE DUE TO THE PRODUCT TYPE AND HEIGHT RESTRICTIONS.
- CARGO SHOULD BE LOAD AT THE REAR OF THE VEHICLE DOORS

Delivery Arrangements will be made as per usual procedure with the brands (once cargo is unpacked). If the LCL container cargo is for more than 1 DC, then Arcadia Imports must be contacted for final guidance of delivery sequence. (Consolidate cargo as a single drop or proceed as double drop)

Once Imports confirm DC instructions ops to proceed with booking request to Brands / DC's and then add supplier compliance team to email stating the following :-

"Please note when the following cargo arrives onsite it will be on pallets and shrink wrapped"

Attention: For all Milton Keynes deliveries below details need to be advised the afternoon before the delivery

- VEHICLE REGISTRATION
- DRIVER NAME
- HAULIER
- SUB-CONTRACTOR (IF APPLICABLE)
- SEAL NUMBER

10) CUSTOMS CLEARANCE INSTRUCTIONS

CLEARANCE REQUESTS

APLL will provide daily overview to Arcadia of all outstanding clearance requests for vessel(s) based on actual arriving date(s) within the next week. Information should contain details per example report attached and highlight if it is an LCL shipment.



Summary Clearance
30052018.xlsx

Arcadia will then send a clearance summary to APLL UK in the form of an electronically e-mail.(this will be for FCL only). For any LCL consignments the clearance summary will be sent the following morning.



Customs-Clearance
Summary

Sample copy of clearance attached:

APLL UK will then check that all details received on the clearance summaries and in the event of any discrepancies Arcadia Import Department should be contacted by e-mail.

CPC CODES

The clearance request will detail how the goods are to be entered in the field titled **CLEARANCE INSTRUCTION**.

The following CPC Codes are to be used depending on the type of entry required:

Enter into CFSP (Type E)

CPC Code to be used: 0612071

Identification of Warehouse Box 49: 1631160

Enter into CFSP (Home Use)

CPC Code to be used: 011100

Entering SFD details

Once clearance summary details have been checked and verified as correct by APLL UK, SFD details must be entered for each consignment via the Arcadia Extranet (within 2 working days). See attached ('Freight Forwarder Extranet Help')



SFD Update in
Extranet.doc

In order for Arcadia to comply with HMRC Customs Warehousing procedure, **APLL UK should hold any SFD updates on a Friday to Sunday and Eve of Bank holidays** and enter them on the next working day.

Manual Clearance Request.

On consignments for which a manual request is required (Port Home Use), and any Arcadia non-system consignments, Arcadia will send all original documentation to APLL UK together with a Manual Clearance Request form. See attached



Manual Clearance
Request.xls

All other procedures apply as normal.

11) KPI REPORTING AND ANALYTICS

K.P.I. report is to be sent via e-mail attachment to Arcadia Import Department any time before 2pm every Thursday.

It is to encompass details of all vessel arrivals from (Sunday to the Saturday of the current week) and should only contain (Arcadia Brands).

Before being sent to Arcadia Import Department, the figures should be checked by APLL UK.



Sea - KPI's.xls

DAILY REPORTS –

Daily Delivery Schedule Report

This is sent daily at 11am and 4pm by the forwarder to the Arcadia Intake Management and is to show details of any late (> 30 minutes) or missed deliveries that day. Sample report attached.



Daily Delivery Report

APLL UK op's will also forward ongoing status updates throughout the day. Sample report attached.



APLL Delivery update
300518.msg

Shipment Management Report

Report will be send daily by 9:30am to Arcadia Intake Management Team.

Example below:



PO Status Report
05062018 v1 UK.zip

WEEKLY REPORTS –

Timings Report – this lists all missed and late deliveries for the past week (Sunday – Saturday). Failure Report (if applicable). The missed & delayed report should match what is advised on the daily delivery report which is sent at 11.00 & 16.00 on daily basis.

The reports are to be sent to Arcadia Intake Management by 2pm on Fridays.



Track and Trace
Report.xls



UK destination ETA
report - Weekly.xls

On Water Report

Report will be send every Monday at 3pm to Arcadia Import Team.

Example below:



On Water report
21052018.msg

COMPLIANCE REPORT

This report has to be provided by origins every Thursday (COB) to APLL UK Operations Team (Arcadia_Ops@apllogistics.com). The criteria of when there is an issue are explained in the report under the Tab “Explanations”. If there is a compliance issue that has potentially an impact on the sailing date, then it needs to be reported to APLL UK Operations immediately. The report also needs to be sent when no issues have to be reported. Non reporting will be followed up by APLL UK.



Arcadia Supplier
compliance 2016 - H



Arcadia -
Compliance Report

MONTHLY REPORTS –

Lifting Report – this report is to be sent to Arcadia Intake Management Team by 10th of a new month for previous month shipment details (based on Individual Origin Offices + in TEUs). Reporting format as attached:



Copy of Lifting Mar
UK report (AGL) 1.0.

MONTHLY KPI'S

The monthly KPI Meeting takes place every second Friday of the month. The KPI Pack (Frontpage & Backing Sheet) will have to be distributed by the Account Team 2 days before the meeting.



KPI
Frontpage January Review Document



APL Monthly

Frontpage January Review Document

12) INFORMATION MANAGEMENT

SECHANGE

Indicate as applicable:

	Visibility IT Related Products	Remarks
YES	Purchase Orders (EDI 850) Information	
YES	Booking Status	
YES	Origin Cargo Receipt Status – at APLL	
YES	Ocean/Air Shipment Status – booked through APLL operating systems	
YES	Import Customs Clearance status (via EWF)	
YES	Import DC Delivery status (via EWF)	

13) COMMUNICATION WITH ARCADIA

FOR ALL EMAILS TO THE FOLLOWING E-MAIL ADDRESS: arcadia.imports@arcadiagroup.co.uk

PLEASE WOULD YOU ENSURE THE E-MAIL YOU SEND STARTS WITH THE FOLLOWING TEXTS AS BELOW.

SUBJECT

Clearance: Subject Detail

THESE E-MAILS WILL BE FOR THE CLEARANCE TEAM:

- support.centre.work.management@arcadiagroup.co.uk

Areas included: OBA's, Manifest, Doc Pouch, UK DOC Emails and similar queries

SUBJECT

Operations: Subject Detail

THESE E-MAILS WILL BE FOR THE OPERATION TEAM:

- **Shabana Rana – Onsite Account Coordinator**
- Ian Waldron - Imports Freight Man Specialist
- Francisco Noguera - Imports Freight Man Assistant, Logistics

Areas included: Booking Authorizations, Container Planning Enquires, Vessel delays and similar queries

YOU NEED TO SEND THE EMAILS **ONLY** TO: ARCADIA.IMPORTS@ARCADIAGROUP.CO.UK

THERE IS **NO NEED** TO ADDITIONALLY COPY THE PERSONAL EMAIL ADDRESS OF THE BELOW MENTIONED ARCADIA COLLEAGUES IN. ALL OF THEM ARE WORKING WITH THE ARCADIA IMPORT EMAIL BOX.

14) APPENDIX

Arcadia (Supplier Hand Book) can be found on the following site:

[HTTP://XNET.ARCADIAGROUP.LTD.UK/EXTRANET/ARCADIA.NSF](http://XNET.ARCADIAGROUP.LTD.UK/EXTRANET/ARCADIA.NSF)

Log in ID: newsupp Log in Password: supplier

HISTORY OF LP CHANGES

Revision Date Effective Date	Page Item Number	Description of Change	Requestor
27 July 2010	All	1 st Draft of LP	Mimi Levene
10 Sept 2010	All	2 nd Draft of LP	Mimi Levene
5 Oct 2010	All	Signed Off version 2.0 by Ian W. on 1 st Oct	Dave Ashcroft / Mimi Levene
7 Oct 2010	22	Added instruction for Freight Charges entry in Extranet (BAF/CAF/GOH Surcharge)	Mimi Levene
7 Oct 2010	11	Add details on MDA# format for both Arcadia Brands and Bhs	Mimi Levene
7 Oct 2010	13	Included new destination points for Bhs	Mimi Levene
7 Oct 2010	21	Clearer instruction added for Load Sequence update in APLL system (ACS123) + Arcadia system (Extranet)	Mimi Levene
7 Oct 2010	35	New instruction included for Booking with DC at destination	Mimi Levene
12 Oct 2010	8	Updated APLL Contacts	Mimi Levene
12 Oct 2010	38	Include sample format for the KPI – Weekly Report	Mimi Levene
13 Oct 2010	21	OBH reporting form (format) for BHS has been revised	Mimi Levene
14 Oct 2010	37	Revision to SFD entry in Extranet	Mimi Levene
14 Oct 2010	24	Added SA Distribution List	Mimi Levene
14 Oct 2010	32	Added DDN Recipients Listing for APLL	Mimi Levene
14 Oct 2010	10	Vessel Sailing Schedules instruction added	Mimi Levene
14 Oct 2010	11 & 12	New instruction added to missing PTS	Mimi Levene
14 Oct 2010	16 & 17	Cargo Management reporting revised from APLL	Mimi Levene

		Origin to APLL CQ/UK	
14 Oct 2010	33	Invoicing process for Extranet has been revised	Mimi Levene
15 Oct 2010	30	Docs submission timeline to APLL will be 2 working days upon vessel departure	Mimi Levene
15 Oct 2010	8	Included APLL Philippines on SOP	Mimi Levene
15 Oct 2010	8	Included APLL Philippines on SOP	Mimi Levene
19 Oct 2010	31	Inserted APLL Offices (Holidays)	Mimi Levene
19 Oct 2010	All	Added (Warwickshire = Atherstone)	Mimi Levene
21 Oct 2010	10	New PO Specification File attached	Mimi Levene
22 Oct 2010	38	Added two new KPI reports for BHS	Mimi Levene
26 Oct 2010	25/27/DC contact	Added two new destinations for BHS	Mimi Levene
27 Oct 2010	9	Updated with Contract Ref# with APL	Mimi Levene
27 Oct 2010	11	Updated with revised/add APLL Origin sailing schedules and cut-off	Mimi Levene
27 Oct 2010	19	Added a new point re GOH equipment release instructions	Mimi Levene
27 Oct 2010	10	Vessel Schedules Upload to Extranet has been revised from 13 to 6 weeks	Mimi Levene
27 Oct 2010	10	Instruction added for service loop/transit time changes	Mimi Levene
28 Oct 2010	24 & 34	Name added for SA and DDN distribution	Mimi Levene
28 Oct 2010	25 – 30	Revision made to Consignee/Notify Party	Mimi Levene
28 Oct 2010	28	BHS – DC Booking Form Added	Mimi Levene
1 Nov 2010	10	Add a clause re no Vessel Schedules to be disclosed to vendors	Mimi Levene
1 Nov 2010	11	Instruction added for a 8 numeric MDA#	Mimi Levene
1 Nov 2010	12	New instruction added for those two freight forwarders origin offices	Mimi Levene
3 Nov 2010	11	Revised APLL Cut-Off	Mimi Levene
3 Nov 2010	13, 27, 30	Added DC Names on document – clearer for APLL Origin Offices	Mimi Levene
3 Nov 2010	29	Revised Consignee Code (TAWLON) from Dorothy Perkins to Wallis	Mimi Levene
5 Nov 2010	11	Revised 3 months rolling vessel schedules to 6 weeks	Mimi Levene
5 Nov 2010	23	Added/Revised some of the request for PTS	Mimi Levene
5 Nov 2010	13	Remove BHS Menswear from Table (Arcadia Group Brands Ltd)	Mimi Levene
5 Nov 2010	14	Added MDA and Expected Shipment Date to part of auto approval	Mimi Levene
5 Nov 2010	14	Tolerance +/-5% level includes (MDA)	Mimi Levene
5 Nov 2010	15	Added (Shipping Marks) on carton for BHS	Mimi Levene
5 Nov 2010	16	Out of Tolerance Level has been revised from Vendor's to APLL Origin responsibility	Mimi Levene
5 Nov 2010	18	Minimum Load requirements had now been	Mimi Levene

		revised	
5 Nov 2010	20	DC names had been added to Mixed Destination	Mimi Levene
5 Nov 2010	24	Added Jason Boyle to SA distribution	Mimi Levene
5 Nov 2010	37	Comment added re DC Bookings	Mimi Levene
5 Nov 2010	39	New reporting required for Customs (manual clearance)	Mimi Levene
10 Nov 2010	6	June Richardson – Title has been changed	Mimi Levene
10 Nov 2010	Number of Pages	Added Bertus Joubert to distribution list	Mimi Levene
10 Nov 2010	11 & 12	Revised (Brands and Merchandise) to (Buying and Merchandise)	Mimi Levene
10 Nov 2010	13	Added (Outfit) to Arcadia Group Brands Ltd	Mimi Levene
10 Nov 2010	16	Reporting for out of tolerance to include (line number and mda)	Mimi Levene
10 Nov 2010	18	Added comment on 20' cost to be absorb by vendor	Mimi Levene
10 Nov 2010	19	Added comment re PO/Line/MDA – split shipment should also requires split packing lists	Mimi Levene
11 Nov 2010	11	Revised APLL Cut-Off for (Yantian)	Mimi Levene
11 Nov 2010	25 & 28	Added new Consignee (Outfit)	Mimi Levene
11 Nov 2010	21	Instruction added re Customs Inspection	Mimi Levene
11 Nov 2010	17/18/21/23	Added report ID from SeeChange which APLL Origin Offices can use for reporting	Mimi Levene
16 Nov 2010	32	Remove Arcadia Logistics Management from Docs Distribution	Mimi Levene
16 Nov 2010	7	James Clark removed and Luke Luo added on Arcadia Contact List	Mimi Levene
16 Nov 2010	8	Patricia Foreman (APLL UK Operations) added to APLL Contact List	Mimi Levene
17 Nov 2010	13/21/28/31/ DC contact	Added new Destination for Bhs	Mimi Levene
17 Nov 2010	24	Remove Stephen Penn from SA distribution	Mimi Levene
18 Nov 2010	12	Added missing “NO” on statement for PTS approval	Mimi Levene
18 Nov 2010	13	Destination Processes Name Changed	Mimi Levene
18 Nov 2010	14	Cargo pre-sorted details had been updated	Mimi Levene
18 Nov 2010	16	Mistyped of Topman	Mimi Levene
18 Nov 2010	19	Added new instruction for GOH container (with silica gel)	Mimi Levene
18 Nov 2010	35	Rate Matrix Section has been updated	Mimi Levene
18 Nov 2010	13/21/26-31/ DC contact	Added new Destination for both Arcadia Brands and Bhs	Mimi Levene
26 Nov 2010	29	Updated Carrier Bill issuance instruction	Mimi Levene
26 Nov 2010	29	FCR issuance – By Supplier By Brand By Department	Mimi Levene
26 Nov 2010	39	Origin offices to send pre-alert + BHS packing list	Mimi Levene

		other docs not required	
30 Nov 2010	26-28	Vendor details added for approved APLL Original HBL issuance	Mimi Levene
30 Nov 2010	33	Remove (confirmation letter must be attached with original GSP)	Mimi Levene
09 Dec 2010	23	Added (Freight) charge to be included in Extranet update	Mimi Levene
16 Dec 2010	42	KPI – should only container Arcadia Brands data	Mimi Levene
17 Dec 2010	14 & 17	Revised instruction for +/-5% Tolerance Level	Mimi Levene
17 Dec 2010	19	Instruction added for charge on (GOH/Boxed) shipment	Mimi Levene
17 Dec 2010	36 & 37	Added Arcadia/BHS – EORI# / Deferment / VAT details	Mimi Levene
23 Dec 2010	25	Inserted ENS instruction	Mimi Levene
23 Dec 2010	16 – 18	New insert for CFS Loading Guidelines	Mimi Levene
8 Jan 2011	15	New instruction added for Loading Sequence non-compliance	Mimi Levene
9 Jan 2011	9	New APLL Contacts Added	Mimi Levene
9 Jan 2011	9	Included newly nominated APLL Origin Offices	Mimi Levene
9 Jan 2011	10	Ocean Carrier Details for Maersk Line	Mimi Levene
9 Jan 2011	12	Maersk Line Vessel Schedule Input Instruction	Mimi Levene
9 Jan 2011	13	To include CNS origin offices cut-off details	Mimi Levene
9 Jan 2011	34	Carrier Direct BL Issuance Instruction	Mimi Levene
16 Jan 2011	9	New APLL Contacts Added + Fuzhou as Origin Port included	Mimi Levene
16 Jan 2011	31	Revised ENS Fee to supplier instead	Mimi Levene
16 Jan 2011	38-41	Revised Carrier Direct BL Issuance Instruction	Mimi Levene
16 Jan 2011	45-47	Updated FCR Issuance Instruction for MU/MG/UA/EG/ZA	Mimi Levene
21 Jan 2011	10	Maersk Line Service Contract Number Added	Mimi Levene
17 Feb 2011	55	New Instruction re container deliveries timeline	Mimi Levene
21 Feb 2011	37-39	Carrier BL for CNS business – Final Destination had been revised to Felixstowe	Mimi Levene
15 Mar 2011	69	BHS – Teasam DC address changed	Mimi Levene
25 Mar 2011	47	Scan Copy Docs to UK requirements updated	Mimi Levene
20 Apr 2011	Various	Added Hansa Lalkia as UK Ops secondary contact	Mimi Levene
20 Apr 2011	Various	Added new Destination for BHS shipment – Tamworth	Mimi Levene
20 Apr 2011	72	Added new DC address – Tamworth and removed Wirral	Mimi Levene
27 May 2011	9	Included Keelung as new POL	Mimi Levene
31 May 2011	23	New instruction added for Factory Loaded containers with multiple drops	Mimi Levene
6 Jun 2011	32-34	Revised from One to Two Original APLL HBL should be released to Vendor	Mimi Levene

6 Jun 2011	Various	Removed Hansa & Michael Fu from distribution and add Laurence Huang/Blair Chen	Mimi Levene
9 Jun 2011	31	SA transmission – within 3 working days based on Mother Vessel	Mimi Levene
9 June 2011	20	Revised – Boxed Loading Guidelines	Mimi Levene
9 June 2011	27	Amended – Diagram from Carton Load to PO Load Sequence	Mimi Levene
15 June 2011	70	Tesam warehouse address have been updated	Mimi Levene
8 July 2011	Various	New Warehouse added for BHS – Widdowson	Mimi Levene
8 July 2011	25	Added Mixed Destination Priority for KJH	Mimi Levene
1 August 2011	8 & 9	Added UK new contact (Matthew and Mark) & removed (Nicola Hodge)	Mimi Levene
13 Sept 2011	8 & 9	New Account Manager – Kristen M. added and remove David Gowler	Mimi Levene
28 Sept 2011	17 & 21	Out of Tolerance instruction amendment	Mimi Levene
11 Oct 2011	12 & 13	Vessel Schedule in Extranet for (Yantian)	Mimi Levene
11 Oct 2011	14	Added new instruction re APLL Load – decision on LCL vs 20'	Mimi Levene
11 Oct 2011	23 & 24	Cargo Loadability Guidelines – Instruction amendment	Mimi Levene
11 Oct 2011	60	New Monthly Lifting Report	Mimi Levene
11 Oct 2011	60	New Appendix added for (Origin Check List for Authorization)	Mimi Levene
24 Oct 2011	48	New Docs Scanning/Pouching guidelines updated	Mimi Levene
4 Nov 2011	Various	Remove warehouse Geoff Fielding (DBX) with immediate	Mimi Levene
17 Nov 2011	Various	Replace June with Ian and Bertus c.c. Kim for Arcadia authorizations/correspondence.	Kristen McPhail
17 Nov 2011	8	Add Kim Newman to Import Dept. Contact List	Kristen McPhail
17 Nov 2011	Various	Change of e-mail address for Bertus Joubert	Kristen McPhail
18 Nov 2011	9 + 33	Add Lucille Deng to CQ support contacts + SA report.	Kristen McPhail
19 Nov 2011	9	Remove Jean Yves Rosalie from origin contact for Mauritius.	Kristen McPhail
5 Dec 2011	Various	Remove Mike from contact list for BHS.	Kristen McPhail
5 Dec 2011	Various	Remove DC's Fashion Fast Limited (Stoke) and Widdowson Group (Leicester)	Kristen McPhail
5 Dec 2011	23 + 25 + 61	Cargo Loadability Guidelines – add GOH authorization requirement (and amend Origin Check List for Authorization to include).	Kristen McPhail
5 Dec 2011	61	Added comment within Origin Check List for Authorization. APLL origin to advise Brand Name in Authorization request.	Kristen McPhail
24 Dec 2011	Various	Added Bangladesh Origin to LP instructions.	Kristen McPhail
18 Jan 2012	11	Updated validity of Maersk Contract.	Kristen McPhail
03 Apr 2012	11	Updated Seago Line Contract details for Egypt.	Kristen McPhail
04 Apr 2012	11	Updated Sri Lanka and Pakistan origins to LP	Kristen McPhail

		instructions.	
20 June 2012	11	Updated India origin to LP instructions.	Kristen McPhail
June 2012	30	Add freight surcharges to freight calculation for OBA's	Kristen McPhail
	Various	Replaced APLL UK contact Mark Smith with Laurence Hannay	Kristen McPhail
28 Aug 2012	Various	Removed Kim Newman from dist. For authorizations and reports	Kristen McPhail
18 Sep 2012	Various	Update distribution for Arcadia customs/documentation team to include Olivia Hubeli.	Kristen McPhail
19 Sep 2012	51	Add timeline for Egypt re: late documentation notification.	Kristen McPhail
15 Oct 2012	Various	Modify OBA dist. Re: UK and CQ teams	Kristen McPhail
23 Oct 2012	9	Add Thomas Payne to APLL UK destination contact list.	Kristen McPhail
10 Dec 2012	Various	Remove Matt Eddy from APLL UK contact details	Kristen McPhail
10 Dec 2012	23	Add comment reference system updates required by origins where vessel schedule ETA changes.	Kristen McPhail
10 Dec 2012	53	Add comment reference origin confirmation of holiday info. Within 48hrs of request.	Kristen McPhail
20 Nov 2012	Page 20	Added sample BHS label to SOP.	Kristen McPhail
07 Dec 2012	Page 61	Added operational requirement to confirm LCL delivery point for Arcadia consignments prior to delivery arrangement	Kristen McPhail
07 Dec 2012	Page 61	Added comment reference 48hr notification rule reference any issues impacting delivery arrangements.	Kristen McPhail
07 Dec 2012	Page 54	Added comment reference bill of lading monitoring for shipments	Kristen McPhail
07 Dec 2012	Page 63	Lifting Report. Change date of this report to 10 th of each month (for previous month report)	Kristen McPhail
11 Dec 2012	Page 63	UK destination summary report removed per customer request.	Kristen McPhail
12 Dec 2012	Various	Remove Lemonpath, IDS, Leicester, and Seko Synergy as destinations for BHS. Add Clipper to destination list.	Kristen McPhail
12 Dec 2012	Page 31	Remove Bertus from distribution list for OBA notifications.	Kristen McPhail
13 Dec 2012	Page 54	Added 2013 Holiday monitoring dates.	Kristen McPhail
18 Dec 2012	Page 30	Add check list for origins reference CFS loaded containers (which covers flat pack cargo).	Kristen McPhail
18 Dec 2012	Page 30	Added requirement for Pakistan to advise Intake team and APLL UK of any ANF inspections.	Kristen McPhail
18 Dec 2012	Page 75	Added new address details for Tesam, Peterborough (TDL). Removed old address details.	Kristen McPhail
04 Jan 2013	Various	Remove Olivia Hubeli from distribution list.	Kristen McPhail

10 Jan 2013	Page 23	Add Vendor load list instruction to origins to ensure factory loads are not released where vendors not included on list without APLL vendor load training.	Kristen McPhail
24 Jan 2013	Page 23	Updated vendor load list on which vendors are authorized to vendor load.	Kristen McPhail
26 Jan 2013	Page 23	Updated vendor load list and also added comment that this requirement applies to Arcadia cargo only (not BHS)	Kristen McPhail
26 Jan 2013	Page 31	Added weekly ANF report requirement for Pakistan.	Kristen McPhail
26 Jan 2013	Page 10 +11	Added back-up option with Maersk for Qingdao under CNS business.	Kristen McPhail
	Various	Remove Estrella, add Sarah-Jayne Harris to dist.	Kristen McPhail
28 Mar 2014	Page 56	Update SA distribution	Kristen McPhail
16 June 2014	Page 56	Update SA distribution.	Kristen McPhail
23 May 2014	Various	Added Carmelo to dist.	Kristen McPhail
03 Nov 2014	Page 8 + 9	Updated Brands Contact List + APLL UK contact list.	Kristen McPhail
17 November 2014	Page 56	Update SA distribution.	Kristen McPhail
01 December 2014	Various	Updated documentation team at Arcadia contacts to include Philip.	Kristen McPhail
01 December 2014	Various	Updated Chennai and Delhi Origins to SOP.	Kristen McPhail
28 January 2015	Page 8	Updated Brand Contact List	Kristen McPhail
07 February 2015	Various	Updated telephone numbers and APLL address due to APLL UK office move. Added Daniel to UK contacts.	Kristen McPhail
10 February 2015	Page 11	Updated Maersk contract validity	Kristen McPhail
10 February 2015	Page 32	Added LSS as part of brate calculation with Maersk addition of LSS in new contract.	Kristen McPhail
02 March 2015	Page 32	Specified 2 decimal places requirement in line with communication to origins on OBA	Kristen McPhail
14 March 2015	Page 8	Update Brand Contact list	Kristen McPhail
15 March 2015	Page 55	Updated new format for BHS packing list	Kristen McPhail
19 March 2015	Various	Remove Stephen Penn from contacts/dist.	Kristen McPhail
05 April 2015	Page 14	Inserted updated overview of origin cut-off's in line with agreed changes made in recent months.	Kristen McPhail
15 April 2015	Page 63 + 64	APLL reports to be split – AGL and BHS reported separately.	Kristen McPhail
23 April 2015	Page 26 + 65	Moved authorization overview for APLL origins from appendices to relevant page in SOP to ensure more focus on guidelines.	Kristen McPhail
23 April 2015	Page 12	Add guidelines reference PTS rejection basis of BHS style guidelines inserted.	Kristen McPhail

23 April 2015	Page 32	Add format to include Mother vessel on OBA.	Kristen McPhail
01 May 2015	Page 18	Added instruction for Bangladesh not to consolidate Arcadia and BHS cargo	Kristen McPhail
05 May 2015	Various	Removed Bertus Joubert and added Jason Cotter to BHS dist. Added Arcadia mailbox reference for documentation/clearance team.	Kristen McPhail
May 2015	Page 9	Added APLL UK Central Mailbox for Op's Communication / APLL origin authorizations to APL UK	Kristen McPhail
12 May 2015	Page 61	Added updated version of template for BHS Booking Requests	Kristen McPhail
15 May 2015	Page 63	Added outstanding booking overview for pending Arcadia/BHS bookings.	Kristen McPhail
26 May 2015	Page 9	Updated APLL Origin Contact List	Kristen McPhail
1 June 2015	Page 55	APLL origins should penalize vendors with late documentation fee should vendors not comply in line with Arcadia documentation timeline requirements.	Kristen McPhail
5 June 2015	Page 38 (+ comment in page 23)	Added instruction for BHS vendors requiring OBL release for APLL BL.	Kristen McPhail
5 June 2015	Page 64	Added examples of split BHS and Arcadia weekly outstanding clearance requests.	Kristen McPhail
12 June 2015	Page 9, 37 and 58	Corrected Email addresses and added new recipients for SA's and DDN's	Daniel Haletzki
30 June 2015	Various	Removed Carmelo from dist. And added Lisa Toop	Kristen McPhail
30 June 2015	Page 18 + 29	Added instruction for all origins not to consolidate Arcadia and BHS cargo	Kristen McPhail
5 July 2015	Page 27	Added instruction to split authorization requests for BHS + Arcadia and inserted example format.	Kristen McPhail
23 July 2015	Various	Remove Jason Cotter and add Steven Sutherland	Kristen McPhail
27 July 2015	Various	Remove Natalia from dist and added Steve Smeed / Aurelija Pratase	Kristen McPhail
31 July 2015	Page 8	Clarified dist. For OBA/doc's for BHS	Kristen McPhail
4 August 2015	Page 18	Added instruction for Bangladesh origin – do not consolidate Beximco cargo with other suppliers	Kristen McPhail
14 September	Various	Added Guatemala specific information, updated origin contact list	Daniel Haletzki
17 September	Page 11	Added contract reference for Guatemala	Daniel Haletzki
30 September	Page 8	Added Alan Walls to distribution for BHS OBA's and BHS documentation.	Kristen McPhail
11 November	Various	Strikethrough of all BHS related Explanations	Daniel Haletzki
13 November	Page 15	Change of Booking Authorization for BHS Menswear	Daniel Haletzki
13 November	Page 62	Communication with Arcadia added	Daniel Haletzki
02 December	Various	New contact list, Subject Header for emails	Daniel Haletzki
03 December	Page 17	Added Beximco Instructions	Daniel Haletzki

16 December	Various	LSS updates incl. Codes	Daniel Haletzki
28 January 2016	Various	Beximco consolidation is allowed, Updated factory load list & contact list, Updated ENS/HS codes	Daniel Haletzki
05 May 2016	Page 61	Compliance Reporting	Daniel Haletzki
09 May 2016	Page 31 & 64	New Maersk Container Loading Guideline; Adding of On Water Report	Daniel Haletzki
27 May 2016	Page 17	Updated Customer's specified Biz Rules + Link added for Generic Biz Rules	Mimi L
16 August 2016	Various	New Loading Instructions, updated Factory Load list, Origin Contact List & Rate card; Adjusted Booking Authorization Example; Adding of new Origin (Kolkata)	Daniel Haletzki
24 September 2016	Various	Re-added Brazil to SOP.	Kristen McPhail
03 March 2017	Various	Authorization, Turning Carton, DC Deliveries etc.	Daniel Haletzki
12 January 2018	Various	Updated contacts on APLL UK team	Kristen McPhail
15 January 2018	Various	Updated contact for Adam Suessmuth	Kristen McPhail
25 February 2018	Various	Updated APLL origin contact list & origin cut-off's to include new origin ports. Added updated Arcadia brand list & new origin port details – WIP whilst carrier arrangements being finalised	Kristen McPhail
13/03/2018	Various	added origins and updated origin contacts	Maria Kantartzopoulou
29/03/2018	Various	Carrier nominations for 2018-9	Maria Kantartzopoulou
12/04/2018	Various	Updated origin CNS / IFS list, updated carrier references for 2018-9, updated countries in the CNS and IFS BL instructions. Removed Maersk details as no longer a nominated carrier, updated origin contact list.	Maria Kantartzopoulou
24/04/2018	Various	Updated Contact list (origin contacts based on yesterday's update, 2 UK ops newjoiners, phone numbers for UK contacts) Updated "factory approved vendor list" (last updated 13-Apr). Adding Southampton and London Gateway as possible PODs for UK CNS BL (previously only Felixstowe was showing).	Maria Kantartzopoulou
30/04/2018	Page 16	Updated origin vendor cut-off's	Kristen McPhail
05/05/2018	Page 16	Added subject Line format	Kristen McPhail
21/05/2018	Various pages	Updated contact lists – APLL	Kristen McPhail
21/05/2018	Page 29	Removed reference of Yantian / Shanghai primary splits as no longer valid with one OCF forwarder in place	Kristen McPhail
30/05/2018	Page 8	Update brand contact list	Kristen McPhail
30/05/2018	Page 19	Added Outfit dept. details	Kristen McPhail
30/05/2018	Page 19 + 30	Remove invalid 3 rd party delivery points Clipper and WT Prima	Kristen McPhail
30/05/2018	Page 26	Remove 20' approval wording where vendor	Kristen McPhail

		agrees to absorb costs	
30/05/2018	Page 27	CFS notification requirements clarified further re: break point LCL v's 20'	Kristen McPhail
30/05/2018	Page 27	Authorisation checklist updated to align with changes within SOP – IMPORTANT TO READ	Kristen McPhail
30/05/2018	Page 27	Authorisation template requirements reiterated	Kristen McPhail
30/05/2018	Page 30	Removed Maersk guidelines which are no longer valid with carrier changes	Kristen McPhail
30/05/2018	Page 35	Remove mother vessel OBA notification requirement	Kristen McPhail
30/05/2018	Page 51	Modified scanned document Arcadia e-mail address details	Kristen McPhail
30/05/2018	Page 53	Remove document pouch notifications	Kristen McPhail
01/06/2018	Page 53	Added OBL report example	Kristen McPhail
01/06/2018	Page 54	Added Public Holiday notification example	Kristen McPhail
03/06/2018	Various	Updated APLL UK report examples (to Arcadia)	Kristen McPhail
03/06/2018	Page 62	Drop and Swap report + driver detail notification example formats added	Kristen McPhail
03/06/2018	Page 59	Added booking tool process	Kristen McPhail
03/06/2018	Page 36	Added China customs advance manifest requirements	Kristen McPhail
05/06/2018	Pages 29 + 30	Amended destination DC instructions regarding dept 32/42 footwear for TM & TS where this is no longer applicable effective immediately 5/6/2018	Kristen McPhail

ARCADIA'S OVERSEAS CONTACTS – NOT APPLICABLE

AGENT, OVERSEAS OFFICE AND/OR VENDOR CONTACTS			
Vendor Code Company Name Street / P.O. Box City, State, Zip code Country		Contact Telephone Fax Email	
Vendor Code Company Name Street / P.O. Box City, State, Zip code Country		Contact Telephone Fax Email	
Vendor Code Company Name Street / P.O. Box City, State, Zip code Country		Contact Telephone Fax Email	
Vendor Code Company Name Street / P.O. Box City, State, Zip code Country		Contact Telephone Fax Email	
Vendor Code Company Name Street / P.O. Box City, State, Zip code Country		Contact Telephone Fax Email	
Vendor Code Company Name Street / P.O. Box City, State, Zip code Country		Contact Telephone Fax Email	

ARCADIA'S DESTINATION CONTACTS -

DELIVERY AND/OR WAREHOUSE CONTACTS			
Company Name	Dorothy Perkins	Contact	<u>For bookings, delays on deliveries</u> Steve Ingle / Diane Jordan
Street / P.O. Box	Arcadia Group Distribution entre	Telephone	0113 380 6822 / 01133806948 /
City, State, Zip code	Hudson Road	Fax	01133806948
Country	Leeds	Email	01133806222
	LS9 7DN, UK (LUK)		booking.leeds@arcadiagroup.co.uk
		Contact	<u>For Supplier Compliance Issues</u>
		Telephone	Andrea Tyres / Sue Runaghan
		Fax	01133806822 / 01133806164
		Email	---
			supplier.compliance.leeds@arcadiagroup.co.uk
Company Name	Evans	Contact	<u>For bookings, delays on deliveries</u> Steve Ingle / Diane Jordan
Street / P.O. Box	Arcadia Group Distribution entre	Telephone	0113 380 6822 / 01133806948 /
City, State, Zip code	Hudson Road	Fax	01133806948
Country	Leeds	Email	01133806222
	LS9 7DN, UK (LUK)		booking.leeds@arcadiagroup.co.uk
		Contact	<u>For Supplier Compliance Issues</u>
		Telephone	Andrea Tyres / Sue Runaghan
		Fax	01133806822 / 01133806164
		Email	---
			supplier.compliance.leeds@arcadiagroup.co.uk

DELIVERY AND/OR WAREHOUSE CONTACTS

Company Name	Wallis	Contact	<u>For bookings, delays on deliveries</u>
Street / P.O. Box	Arcadia Group Distribution entre	Telephone	Steve Ingle / Diane Jordan
City, State, Zip code	Hudson Road	Fax	0113 380 6822 / 01133806948 /
Country	Leeds	Email	01133806948
	LS9 7DN, UK (LUK)		01133806222
		Contact	<u>For Supplier Compliance Issues</u>
		Telephone	Andrea Tyres / Sue Runaghan
		Fax	01133806822 / 01133806164
		Email	---
			supplier.compliance.leeds@arcadiagroup.co.uk
Company Name	Topshop	Contact	<u>For bookings, delays on deliveries</u>
Street / P.O. Box	Arcadia Group Distribution entre	Telephone	Coreen Atkins / Tina Atherton
City, State, Zip code	Merton Drive	Fax	01908 689672 / 01908 689725
Country	Grafton Street, V6 Redmoor	Email	01908 231987
	Milton Keynes		booking.mk@arcadiagroup.co.uk
	MK6 4AG (KJC)	Contact	<u>For Supplier Compliance Issues</u>
		Telephone	Sue Dennis/Vicky Makel / Kym Dennis
		Fax	01908 689742 / 01908 689729
		Email	01908 689621
			supplier.compliance.redmoor@arcadiagroup.co.uk

DELIVERY AND/OR WAREHOUSE CONTACTS

Company Name	Topman	Contact	<u>For bookings, delays on deliveries</u>
Street / P.O. Box	Arcadia Group Distribution entre	Telephone	Coreen Atkins / Tina Atherton
City, State, Zip code	Merton Drive	Fax	01908 689672 / 01908 689725
Country	Grafton Street, V6 Redmoor	Email	01908 231987
	Milton Keynes		booking.mk@arcadiagroup.co.uk
	MK6 4AG (KJC)		<u>For Supplier Compliance Issues</u>
		Contact	Sue Dennis/Vicky Makel / Kym Dennis
		Telephone	01908 689742 / 01908 689729
		Fax	01908 689621
		Email	supplier.compliance.redmoor@arcadiagroup.co.uk
Company Name	Miss Selfridge	Contact	<u>For bookings, delays on deliveries</u>
Street / P.O. Box	Arcadia Group Distribution entre	Telephone	Kevin Robinson/Adrian Taylor
City, State, Zip code	Monkspath	Contact	Tel: 0121 745 0272
Country	Highlands Road, Shirley	Telephone	Louise Lewis/Adrian Taylor
	West Midlands	Fax	Tel : 0121 745 0230
	B90 4NU (OIU)	Email	Fax: 0121 745 0275
			Monkspath Goods In@arcadiagroup.co.uk
			<u>For Supplier Compliance Issues</u>
		Contact	Jackie Sly/ Amanda Beasmore
		Telephone	0121 745 0203
		Email	Supplier.compliance.monkspath@arcadiagroup.co.uk

DELIVERY AND/OR WAREHOUSE CONTACTS

Company Name	Burton	Contact	<u>For bookings, delays on deliveries</u>
Street / P.O. Box	Arcadia Group Distribution entre	Telephone	Kevin Robinson/Adrian Taylor
City, State, Zip code	Monkspath	Contact	Tel: 0121 745 0272
Country	Highlands Road, Shirley	Telephone	Louise Lewis/Adrian Taylor
	West Midlands	Fax	Tel : 0121 745 0230
	B9O 4NU (OIU)	Email	Fax: 0121 745 0275
			Monkspath Goods In@arcadiagroup.co.uk
			<u>For Supplier Compliance Issues</u>
		Contact	Jackie Sly/ Amanda Beasmore
		Telephone	0121 745 0203
		Email	Supplier.compliance.monkspath@arcadia group.co.uk
Company Name	Outfit	Contact	<u>For bookings, delays on deliveries</u>
Street / P.O. Box	Arcadia Group Distribution entre	Telephone	Kevin Robinson/Adrian Taylor
City, State, Zip code	Monkspath	Contact	Tel: 0121 745 0272
Country	Highlands Road, Shirley	Telephone	Louise Lewis/Adrian Taylor
	West Midlands	Fax	Tel : 0121 745 0230
	B9O 4NU (OIU)	Email	Fax: 0121 745 0275
			Monkspath Goods In@arcadiagroup.co.uk
			<u>For Supplier Compliance Issues</u>
		Contact	Jackie Sly/ Amanda Beasmore
		Telephone	0121 745 0203
		Email	Supplier.compliance.monkspath@arcadia group.co.uk
Company Name	Clipper Logistics Group Ltd	Contact	
Street / P.O. Box	Flex Meadow	Telephone	
City, State, Zip code	Harlow, Essex	Fax	
Country	EN3 7QP (HWQ)	Email	