



## Keeping our standards high

**This agreement is to ensure you get the level of service that we promise you and so that we deliver the experience that your customers deserve, living up to the promises you make.**

**We are serious about our standard of service and you'll be able to rate our service versus what we've promised.**

**So, check out what we promise and hold us accountable!**



**Service Level Agreement**



## 1. Service Availability

The goal of ParcelPlanet is to provide the highest possible level of service and inline with the clients expectations.

### **Email Support:**

9.00am to 5.00pm Monday to Friday

Email: [customerservice@parcelplanet.com](mailto:customerservice@parcelplanet.com)

Emails delivered outside of office hours will be received however, no action can be guaranteed until the next working day.

### **Phone Support:**

9:00am to 5.00pm Monday to Friday, **IRL Tel:** 01 902 9510, **UK Tel:** 01604 300 340

### **Instant Messaging Support:**

9:00am to 5.00pm Monday to Friday, online at [www.parcelplanet.com](http://www.parcelplanet.com)



## 2. Response Time

All indicated times signify the response time from Customer Experience Team during specified working hours of 9.00am to 5.00pm Monday to Friday.

### **Email:**

ParcelPlanet will make every effort to respond to all emails into [customerservice@parcelplanet.com](mailto:customerservice@parcelplanet.com) within 60 minutes of receiving.

### **Phone:**

ParcelPlanet will make every effort to answer all calls, all calls are answered within 2 minutes. Should the Clients call be missed the Customer Experience Team will return the call and respond to all voicemails within 1 hour.

### **Instant Messaging:**

ParcelPlanet provides an instant messaging service through our website [www.parcelplanet.com](http://www.parcelplanet.com). These messages are responded to within 2 minutes. Should the message not be responded to within 2 minutes, we will revert with a response within 60 minutes of an offline message being sent.

### **Social media communication:**

Our social media channels are not used by our clients to communicate with ParcelPlanet.



## 3. Escalations

The Customer Experience Department will notify the Client via email or phone should the indicated timescale need to be extended.  
 Client escalations should be raised to the Customer Experience Department Head for further investigation. You will be provided their details during your onboarding.



#### 4. Escalations Customer Experience KPI's

We are serious about our standard of service and want to give you the comfort of knowing we put a score beside each service level, we want you to hold us accountable on our client review meetings

Performance Indicator	Target	Actual	Achieved
Email support	9am – 5pm		Yes / No
Phone support	9am – 5pm		Yes / No
Email response	60 mins		Yes / No
Phone response	60 mins		Yes / No
Instant Messaging response	60 mins		Yes / No
Delivery times	Per rate card		Yes / No

#### Peak Season Implications

Peak Season starts from November 1<sup>st</sup> to January 15<sup>th</sup>, during this period we must advise that KPI targets maybe affected by up to 20%. Delivery times with courier partners can be up to 72 hours and despatch times may stretch to next working day. While we plan yearly by working with our clients to understand their potential requirements for this season, unexpected volumes are a feature during this season and therefore will affect KPI targets.



## Fulfilment Centre Operations Statement of Works

### Purpose

This document is designed to demonstrate how ParcelPlanet Fulfilment Centres can maximise value to its clients at every step through its value stream. Whilst also detailing what is required for receipts and orders to be considered in SLA and what happens in exceptions.

### Scope

This document will cover all process steps in the value stream and touch on additional value-added services as below.

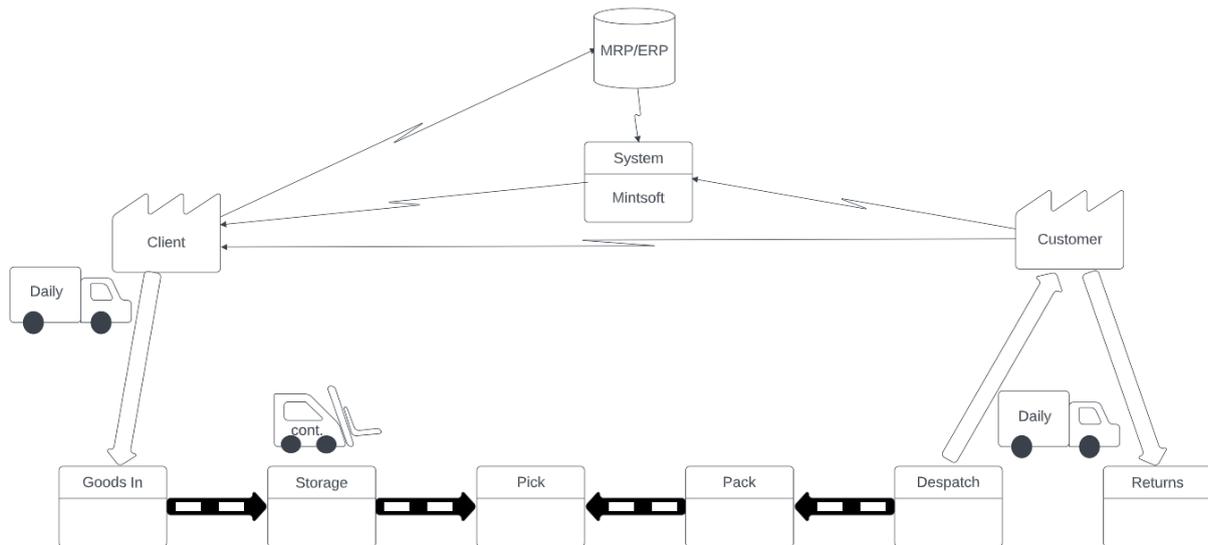


Image 1: ParcelPlanet Value Stream Map (June 2022)

We will detail how we operate to maximise our service levels in this document as well as clarifying what we need from our clients to ensure our standards are maintained. In some instances, failure to provide information as detailed in this document will result in the consignment or order being removed from our SLA calculations.

### SLA's

Below are our Service Level Agreements (SLAs) with our clients. These SLAs are dependent on specific inputs that are outlined in this document. Where the requirements are delivered, we will achieve the below SLA's. Where the prerequisites detailed in this document are not met, we will exclude the ASN or Order from our SLA calculations and complete on a best endeavours basis.

Process Path	Description	Target	Duration
Goods In	Put goods away into location – 24 hours	95.0%	Weekly
Returns	Receive, Process and Put away – 24 hours	95.0%	Weekly
Outbound	On Time in Full	96.0%	Weekly
Outbound	On time shipping	99.6%	Weekly
Outbound	Pick accuracy	98.0%	Weekly
Stock Control	Stock Accuracy	99.6%	Monthly
Stock Control	Shrinkage	0.05%	Annually

*ParcelPlanet considers the week to be Sunday to Saturday*

### Penalties and rewards

The following penalties will apply when the above SLAs (excluding shrinkage) are not met after all the considerations detailed in this document.

- a) For a delay of 24 – 48 hours (Business days only): a forty percent (40%) reduction in the Charges for the Services for the specific Order/ASN only.

- b) For a delay of greater than 48 hours (Business days only): an eighty percent (80%) reduction in the Charges for the Services for the specific Order/ASN only.

We are a very people focused business and try to ensure that our staff at every level are rewarded for outstanding work. Therefore, where we overachieve on SLA we would invite clients to personally reward our FC staff. We guarantee that all and every gesture will reach our FC staff in full.

**Goods In**

Goods In is a three-step process. Those steps are

1. Acknowledge goods have been received
2. Receipt the goods
3. Put the goods away into location

Our aim is to have all Goods In receipted and Put Away, making it available for sale within 24 hours of delivery into our Fulfilment Centres. For us to be able to do that we require the following.

1. A correct ASN uploaded into the system prior to delivery
2. A physical ASN cover sheet
3. A booking slot in our Goods In Calendar
4. Goods must arrive on good quality UK Standard or Euro pallets
5. Correctly labelled outer cartons

**A correct ASN uploaded into the system prior to delivery**

An Advanced Shipping Notice (ASN) must be raised in the system before we can begin receiving goods. The ASN tells the Goods In team what SKUs to expect and the quantity of each SKU.

Where the ASN is raised in the system prior to goods arriving our Goods In team will begin working on your goods immediately upon receipt. Where there is no ASN in the system goods will be put to one side and an ASN will be requested via our Customer Experience team.

Deliveries that do not have an ASN prior to arrival into the building will not be included in our SLA calculations and receipt of goods will be completed on a best endeavours basis.

**A physical ASN cover sheet**

At any given time, there will be multiple ASN's for each client in the system. It is essential that we know which ASN your goods relate to. To allow us to receive goods against the correct ASN we require a cover sheet as per the below guidelines.

Type	Carrier	Requirement
Carton	Parcel	1 cover sheet per carton
Pallet	Pallet	1 cover sheet per pallet
Handball	Container	Confirmation of seal and/or container number

**A booking slot in our Goods In Calendar**

We require a booking in slot for all deliveries, except for Goods coming in via a parcel carrier.

Goods delivered via a pallet carrier that are not booked in may be refused by Goods In. Deliveries that are more than an hour late will need to be rebooked as late deliveries may be refused by Goods In. If we have scope to receive stock that has not been booked in, we will but

the consignment will not be counted within our standard SLA. We will strive to book in within 24 hours, but this will be on a best endeavours basis.

### **Goods must arrive on good quality Standard UK or Euro pallets**

Broken or low-quality pallets pose a risk of injury to our associates. If stock comes into our facility on a pallet that is not fit for use, we will restack the goods onto an appropriate pallet before we continue. This will attract additional charges and will be counted as a re-work, removing the consignment from our SLA statistics.

### **Correctly labelled outer cartons**

All goods must be correctly labelled by the supplier. By this we mean that a carton should be labelled with the product code, a barcode and quantity. Mixed boxes are acceptable, but a "MIXED" label must be applied, and all the product codes, barcodes and quantities must be clearly marked.

Additional requirement may arise from ASN to ASN. Below are examples of such additional requirements.

### **First time receiving of Product Code**

The first time we receipt a product code we will add additional information into the system including volumetric volume and weight, and images. We do this to ensure that our storage calculations are correct and to support the shipping process.

Where an ASN is 60% or more new lines the receipt of this ASN will be on a best endeavours basis. We aim to have the stock available for pick within 24 hours, but it may take slightly longer depending on the number of new items that need processing.

Images will be for operational purposes and not of Marketing quality.

### **Re-work required prior to put away**

The purpose of Goods In is to receive the correct quantity of Goods and make them ready to be picked. At times re-work is required prior to the goods being made ready for the pick team. In this instance we will be seeking clear instructions on what is required and will give a period for completion on a case-by-case basis. All re-work is charged at an hourly rate.

All ASNs (Advanced Shipping Notice) that require rework prior to being made available for pick will be removed from our SLA calculations and completion will be on a best endeavours basis.

### **Goods that are damaged on delivery**

If we find goods are damaged on initial inspection at Goods In we will receive the goods and move them directly into "quarantine" on the system. We will take photos of the damage and send them onto the Customer Experience team.

Until we are instructed on how to handle the damaged goods they will remain in quarantine and usual storage costs will be applied.

### **Units, cases, and pallets**

There are three methods for presenting your goods to us. They are

1. Single Units
2. Cases
3. Pallets

A unit is a single saleable item. It is the lowest quantity at which an item will be sold. All items that cannot be receipted as a case or pallet will be received and charged at the unit level.

A case is a consistent quantity of units that move through the supply chain together. For example, you could have a case of 12 units. Where the SKU moves through the supply chain in a fixed case size we can receive the goods in that case size, this will attract a case receipt charge.

Where fixed size cases are used to build a pallet, i.e., where there are 20 cases of 12 units forming a pallet we can receive the full pallet, this will attract a pallet receipt charge.

In SLA	Not in SLA
Less than 60% new lines on ASN	More than 60% new lines on ASN
Delivery is booked in	Delivery not booked in
Correct ASN cover sheet is applied	No ASN cover sheet or information is provided
Product code, barcode and Quantity are visible on the outer carton	No product details on outer carton or if there are mixed cartons
There are no discrepancies	If any discrepancies are found and reported
There is no re-work required prior to put away	There is re-work required to make ready for the picking team
If palletised, the pallet provided is a good quality standard UK or EU pallet	If the wrong type or unsafe pallet is delivered to us

Any stock that comes into Goods In that is not deemed to be in SLA will be reported immediately to the Customer Experience team, with photos provided.

### Storage

“Storage” relates to the following activities

1. Pick Face Locations and Pallet Storage Locations
2. Replenishment
3. Cycle/Perpetual Inventory Counts
4. Quarantine

### Pick Face Locations vs Pallet Storage Locations

There are two types of storage within the fulfilment Centre, pick faces and pallet storage. Pick faces and pallet storage are physically separated within the FC to minimise the risk of incidents involving our associates and machinery.

Orders are fulfilled from pick face locations. Each SKU will have its own pick face. Pick face size is determined by weight, dimensions and average usage of each SKU using a min (2 weeks) and max (4 weeks) calculation.

Any extra units outside of these conditions will be palletised and put into pallet storage.

All charges will be applied as cubic metres (M<sup>3</sup>) of stock holding. Regardless of whether this is in pick face or pallet storage locations. We will ensure that the weights and dimensions of all SKU's is correct in the system via a cubic dimension scanning machine used at Goods In.

### Replenishments

Once we set the min and max levels for pick face locations the system will prompt us to replenish to max level once we drop below the minimum level. We will set these levels to ensure that we have enough stock in pickable locations. If a client is planning a sale on a specific SKU, we can move this stock into a full pallet pick location to manage the temporary increase in demand. We will need to know about the promotion at least 48 hours prior to “go live”. Failure to do so may result in orders not being fulfilled due to an increase in replenishment demand.

Replenishment is directed by the system. All system moves from pallet storage to pick face happen in real time meaning that there is no disruption to the flow of orders being picked and packed on time.

### **Cycle/Perpetual Inventory Counts**

To ensure an uninterrupted flow of order fulfilment we carry out daily stock counts. There are counts that we do as part of our service and commitment to our client’s stock accuracy.

Our stock control team count all stock that was put away the previous day, every working day. This enables us to be certain of stock levels coming into the FC by the end of the next working day. In addition to this, reported mis picks will be checked to ensure that stock levels are still correct. As an additional check the system prompts our stock control team to count all locations that fall below 10 units. Adjustments, if necessary, will be made immediately on the system and the Customer Experience team will be informed.

Additional counts, including stock takes or client specific cycle counts will incur additional costs and will require planning into the stock take diary.

### **Quarantine**

If a SKU or batch of a SKU needs to be removed from pickable stock, please contact our Customer Experience team who will take the details and raise a ticket with the FC. Goods will be moved in to a non-pickable quarantine location both physically and systemically and held until further notice. Storage charges will still apply for goods held in quarantine.

### **Picking**

Our aim is to pick and pack all orders that hit our system prior to cut off on time and in full. Our highest levels of quality approach in Goods In and Stock Control is purposely designed to ensure that our pick team can find the right stock and quantity of stock in every location for every order.

There are three key areas that we need to understand in our picking process

1. Cancellations/modifications
2. Forecasting
3. Zones
4. Zonal tote picking
5. Scanning sequence

### **Cancellations/modifications**

It is not possible to cancel or modify an order after it has been batched.

### **Forecasting**

### **Zones**

Each ParcelPlanet Fulfilment Centre is split into zones. A zone represents a floor in a multi-

level picking structure. Every client is allocated a zone during the onboarding process. This ensures that the put away team are directed to the right zone for the purposes of put away which safeguards that all picks are completed on a single floor.

**Zonal tote picking**

Our primary picking method is multi-client or zonal tote picking. This means that the picker will go out to pick using a 12-tote picking cart. We will batch 12 orders at a time, in FIFO order, per zone and allocate them to the pick team. When a pick sequence is complete the picker will leave the completed trolley in the pack station buffer zone, collect a new trolley, and accept a new batch of 12 orders.

Picking into totes like this increases the speed of packing and so reduces the trolley turnaround time in packing, reducing any bottlenecks that may occur due to lack of available pick trolleys.

**Scanning sequence**

Although a lot of the qualitative work was carried out by Goods In and Stock Control pickers are the quality gate keepers of the pack team. As such we have sequenced the pick scanning process to drive accuracy. The process is as follows

1. Picker accepts a batch
2. The system directs the picker to a location
3. The picker scans the location (proving that they are in the right place)
4. The system tells the picker the SKU and quantity to take
5. The picker scans the barcode on every item
6. If the scans are correct, then the system tells the picker which tote to put the items in
7. Once confirmed the system directs the picker to the next location and repeats.

**Order Cut off**

Orders that hit our system prior to the cut off will form part of our SLA for the day the order comes in. Orders that come into our system after the cut off will automatically be given the next working day as the despatch day. However, if resources are available, we will continue to pick and pack all orders in the system once we have completed today’s workload.

**Unit of Measure**

For the picker to be able to pick the right quantity of goods each time it is essential that the unit of measure is consistent. For example, SKU PP0001 would always equate to 1 unit and SKU PP0001PK would always be for a pack of 5. We cannot have the same SKU with multiple quantities. A pack would need to be put away as a pack and so may require rework prior to put away.

In SLA	Not in SLA
Hit our system prior to cut off	Hit our system after cut off
Is a D2C order	Is a B2B order
Contains less than 20 SKU's	Contains more than 20 SKU's

**Packing**

Our system has built in quality gates to ensure accuracy of packing. This is achieved in the same way as picking with the use of barcodes and system instructions.

Our packing process, as with all our processes is built with accuracy and quality first. This works by ensuring that all items in an order are scanned before we can move on to printing off the carrier label. We can only process one order at a time reducing the risk of label swaps.

Outside of our standard packing process there are additional considerations, namely:

1. Custom packaging
2. Marketing materials

**Custom Packaging**

We do not permit the use of custom Packaging, or client specific packaging (including boxes, jiffies, or tape) for clients that are generating less than 1,000 orders a week.

**Marketing Materials**

We encourage the use of Marketing materials to grow our clients’ businesses. Best practice would be that all Marketing materials form part of the pick and is directed by the system. To do that Marketing Materials, need to be a stock item in the system and be barcoded.

**Despatch**

Systemically all orders are despatched at the end of the packing process. However, as a multi-client fulfilment Centre we have multiple carriers’ collecting goods from us each day. Our despatch team ensure that all orders go out with the correct carrier.

Each carrier will have its own despatch lane in the FC. All items that were systemically despatched via each carrier will be manually sorted into the appropriate despatch lane ready for collection.

**Returns**

Our Returns team is primarily tasked with ensuring that only items in an A1, saleable condition are returned to stock. The system allows the team to refund an order based on the following criteria.

- Items, including packaging in A1 condition are put back to stock. The client will receive data for all Returns processed this way.
- Items, including packaging not in A1 condition will be received back into stock but moved immediately into a quarantine location.
- Items not in resalable condition will be returned to client, or sent to charity, or disposed of, as agreed once a week.

For us to process Returns within the SLA of 24 hours we need access to the original order number. If further information or client instruction is needed, we need a response within 4 hours for us to be able to achieve a conclusion within 24 hours.

In SLA	Not in SLA
Return contains original order number	No order number or delivery note
If no client interaction is required	Where further instruction takes more than 4 hours to provide

**Additional Value-Added Services**

Outside of this value stream there are other activities we can complete, including:

- Barcoding
- Kitting
- Bundling
- re-branding
- customization
- re-packaging

All additional value-added services are chargeable according to the hourly rate on the rate card. However, we can apply a unit rate following a time study on a project-by-project basis.