



Supplier Communication – October 2019

Delivering to the DFC – Some hints and Tips

We are aware that following the Defence Fulfilment Centre becoming fully operational earlier this year, and the impact of stock transitioning from legacy warehouses, there have been a number of issues with deliveries into the DFC impacting on supplier payments and stock availability for customers. These have been discussed with many suppliers at recent supplier days in the DFC and in regular contract review meetings. To assist going forward, below are some hints and tips which will help ensure your delivery can be receipted properly and allow your invoices to be paid.

- Make sure delivery paperwork is located in an obvious place on the consignment and, for a multi-pallet consignment, on the first pallet, with “pallet [1] of x” clearly marked on all pallets. Pallets to be loaded in order, note that side or rear unloading can be requested on the booking form.
- Drivers to have more than 1 copy of the paperwork
- If Onward Transmission/Purple Gate make sure this is marked as prominently as possible on the load/booking form.
- Mixed pallets acceptable but ensure labels facing out and that boxes of the same NSNs are next to each other on the same layer(s). Provide a pallet list and attach to each pallet. Mixed cartons are not acceptable.
- PPQ/labelling – ensure this is as per the contract and labels/barcodes are compliant to the Supplier Manual (as corrected). If there are any anomalies with your products please contact the relevant Supply Chain Co-ordinator (SCC). Barcode labels with dashes in the NSN, with alpha codes, asterisks are all examples of non-compliance.
- Ensure that where appropriate shelf life details and batch IDs are included on the labels.
- Use Msys.SIP to reject/amend any orders which don't conform to packing quantities – the teams are trying to order in box/pack quantities – and provide feedback.
- Where items have been ordered to meet box/pack and pallet quantities, delivering outside of full box/pack and pallet quantities is not acceptable unless prior approval is given by the relevant SCC.
- Use Msys.SIP to create ASNs for items which have been migrated to Msys. Your SCC will be able to confirm which these are.

- If orders are being collated make sure they are boxed and labelled separately
- Full pre-advice/Dues in number must be included on the booking form and the delivery paperwork. For multi-line POs, make sure the line number is given (-1, -2 etc). Please ensure the line number is also included on the invoice to help with 3 way matching.
- Attach the booking form to the delivery note to help with matching.
- Only deliver what has been booked in and has a pre-advice.
- Check that deliveries are compliant with the Supplier Manual and if you have any queries contact your SCC or the DFC Booking Office.
- Ensure that items are correctly packed to the D of Q and PPQ as stated on your contract SoR.
- Ensure that items are packed against each purchase order. Packing to multi purchase orders is not acceptable.