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& PARTNERS

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John Lewis & Partners: SOR Supplier Guide 2.0

Introduction to John Lewis Partnership



The John Lewis Partnership is the UK's largest employee owned business. We started as an experiment in industrial democracy by our Founder, John Spedan Lewis, who believed there was a better way of doing business.

Because of this we're more than employees, we're owners. That's why we're called Partners.

This document has been produced to inform and guide suppliers when starting to work with John Lewis on the John Lewis 'Sale or Return' (SOR) model. It covers a wide range of different topics, and should help to answer any initial questions. There is also a "Useful Details & Contacts Guide" at the end of this document so that you know who to contact if you have any further questions.

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How the SOR model works



The SOR (Sale or Return) model in John Lewis is a commission based structure where suppliers directly supply products into either JL stores, for sale in stores or JL distribution centres, for sale on JL.com.

The Supplier retains the title of stock until the point of sale, at which point the title passes to John Lewis momentarily before passing to the customer. Risk is passed to JL on completion of delivery.

JL reserves the absolute right to decline to implement any recommended retail price in its sole discretion and always reserves the right to select whatever retail price it considers appropriate when selling merchandise to its customers.

Sales are made through the JL tills and sales and return data is collated weekly. John Lewis will deduct an agreed commission from these sales, they will then pay the remainder to the supplier after VAT has been taken into account. Locations, space, range and skus will be discussed with category teams. It is the supplier's responsibility to ensure that the warehouse and any branches are fully stocked but not overstocked. A stock recall process is used to retrieve stock no longer needed in stores/DC.

Ways of Working with Category Teams

Detailed ways of working will be communicated to you by Category Teams ahead of launch date, however please see below for some key points to be aware of:

Seasonal Planning

Category teams review floor plans once a season, within this they will communicate any changes prior to the season commencing. introductions and exits will be communicated as per the contractual agreement.

Stock Level targets and weeks cover

- Supplier to agree option count and weeks cover targets with category teams. Seasonal launch dates to be confirmed ahead of the season by location and any delays should be communicated ahead of time.

Availability targets and management

- Supplier to agree availability targets for online with category teams ahead of onboarding and then each season. This will then be discussed to understand how we can improve recalls, fragmented stock and replenishment.

Option/SKU width management to target

- Seasonal plans are to be agreed 6 months ahead of the season with the Category teams. This will outline the width of assortment allowed either in store or online which will be dictated either by option width or linear space.

Promotions

You can provide us with your promotional calendar as long as:

1. The calendars **only contain info about the promos you want John Lewis to participate in** (i.e. they must not show your promotional plans or plans that you have with a competitor)
2. John Lewis must **only receive/share the information that is necessary for the promotion to run and no more** i.e. these calendars must not show us what our competitors' pricing intentions or promotional plans might be.

Supplier Onboarding



Whether you are a brand new supplier to John Lewis, or an existing wholesale supplier transitioning to SOR, the process of onboarding is the same.

Coupa

The first step will be the John Lewis Supplier Operations Team inviting you to register on Coupa - our onboarding and contracting system. You will receive an email asking you to register on Coupa, which will only take 2 minutes, and requires you to create an account, and confirm your supplier name.

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John Lewis Partnership Profile Information Request - Action Required

Powered by 

Dear Supplier,

We would like to onboard you as a supplier to the John Lewis Partnership.

1. Please click here (<https://www.jlconnect.co.uk/>) to begin the onboarding process via JL Connect
2. Then click "Join" below, to join our free Coupa Supplier Portal. This will allow you to easily create invoices, inquire on your account and take part in sourcing events
3. If you wish to send invoices via EDI, please contact financialprocessing@johnlewis.co.uk to ask for this to be setup. This service is provided by a partner organisation and is chargeable. Click [here](#) for more info.

Following onboarding, we will issue our contract for signature. If you have any queries about the supplier onboarding process please contact the buying team."

John Lewis Partnership

Join and Respond

JL Connect

Once this is complete, you will be asked to register on JL Connect. When you visit JL Connect, please click “Register” and when prompted, **ensure you select “No” to being an existing supplier** - regardless of whether you are an existing wholesale supplier or not. Whilst registering on JL Connect, you will be asked to complete further details such as your business address and bank details.

When you register on JL Connect, you will be asked to select your company type from: Agent, Importer, Manufacturer or Other. If you do not fit into one of the first three types, please select ‘Other’.

You will also be asked to confirm which buying office (category team) you are working with - please ensure you select the correct office, asking your business contact for confirmation if required.

When you have completed this registration, the category team will be notified. They will then complete the set up from their side, and following a short internal approval process (usually takes 2-3 weeks), you will be emailed with your new supplier number.



CONNECT

WELCOME

This Client extranet is here to provide you with the information
you need to supply products to the [John Lewis Partnership](#)

Please Login or Register

EXISTING SUPPLIER LOG IN

Email

Password

[Forgotten your password?](#)

Log In

NEW SUPPLIER REGISTRATION

To register as a new supplier, click here:

Register Now

Ethical & Technical Approval

During the setup process, you will be contacted by the JL&P Engage team where you will be invited to complete self-assessments on the Engage portal. This is used to risk assess our assortment, and also provides useful tools for suppliers to ensure compliance of their products.

Please note, that this is a fundamental part of our supplier set up process, so please kindly complete the self-assessments ASAP.

Ethical Assessment Overview

Ethical assessments allow us as a business to standardise and manage the Partnership's requests for compliance and assurance data. JL&P Engage simplifies the process for your organisation - meaning you are able to provide and update your information through a single online portal - Engage. The aim of the ethical assessment is to provide a holistic view of your organisation in relation to ethical business practices.

The ethical assessment comprises of a short questionnaire, which is to be completed on the Engage portal, with the aim of providing a holistic view of your business.

The questions are grouped into the appropriate categories such as: labour management and social compliance, modern slavery, site details and employment and payment etc.

Technical Assessment Overview

The technical assessment comprises of a short questionnaire, which is to be completed on the Engage portal, with the aim of providing a holistic view of your supply chain and manufacturing processes.

The questions are grouped into the appropriate categories such as: technical contacts, information about your company, compliance-related information, manufacturing site information etc.

Ethical Compliance

It is the supplier's responsibility to ensure that the Partnership's Ethical requirements are consistently met. This information is set out in the Social Compliance Programme Manual which is attached to the Welcome email.

The John Lewis Partnership Responsible Sourcing Code of Practice (RSCOP) sets out the Partnership's expectations of suppliers on issues such as pay, working hours, child labour, worker rights and representation. The provisions mirror the Ethical Trading Initiative (ETI) Base Code. The RSCOP can be accessed [here](#).

EDI Information for Sales & Stock Data



What is it?

EDI, or Electronic Data Interchange, is a way in which we can share sales information with suppliers.

What information will I receive via EDI?

Sales data for John Lewis branches and online gets sent out on a daily basis as a string of data to an EDI provider, who then translates the data and sends it to the supplier's Software.

The data can include EAN, Branch, Sale/Return Units and monetary value. Unfortunately, this information does not include any data regarding Full Price vs Reduced To Clear (RTC), nor can we amend the reports to include other data.

How does it work?

All sales and returns are captured and this data is sent out as a string of data to an EDI provider, who then translates the data and sends it to the supplier's software.

How do I get EDI?

All you need is a computer, an internet connection and software that can send and receive EDI messages by connecting to any Network Service Provider. You will need to pay a software provider to set up and administer EDI for you. Any software provider can provide training and on-going support from their Client Service Helpdesk.

How long does EDI take to set up?

Depending on the type of setup, the process usually takes approximately ~40 days from start to finish so be sure to send the setup form promptly following supplier set up and allocation of supplier number, so that we can have you fully set up in time for trading. This form will be sent to you by the Supplier Operations Team following the creation of your supplier account. The EDI pack is attached to the appendix which gives more info on different providers.

Invoicing

Sale or return activity for your supplier account is recorded on the John Lewis systems on a weekly basis, each week John Lewis will issue you with a "Sale or Return" report on Coupa Supplier Portal (CSP) and a purchase order for this weekly value.

Self-Billed:

- Under a self-billing agreement John Lewis PLC will track weekly transaction activity registered under your SOR or D2C supplier account that you hold with us and prepare the associated invoice for automatic payment.
- Weekly sales data will be available to you detailing an exact breakdown of the transaction activity in the weekly period. A purchase order will be generated on Coupa, matching the value of this weekly transaction activity which is automatically processed for approval and scheduled for payment to you.
- As a registered self-billing supplier you will not need to complete the manual steps of converting the weekly issued purchase order into an invoice on Coupa; this will be done automatically and we will create a self-billed invoice for you each Monday morning & send a copy to you via email.
- Advantages are that payments are consistent & accurate each week, you save time by not creating weekly invoices, plus getting started is easier as there are no teething problems.

Non Self-Billed:

- Suppliers who hold a non self-bill agreement with us will need to complete the guidance to convert this weekly purchase order into an invoice, on Coupa Supplier Portal, for approval and payment.
- If you currently work on a non Self-Billed agreement then you will need to 'flip' your Coupa generated PO into an invoice, to enable automated approval and payment to you.
- To help familiarise yourself with new ways of working; we have created a list of support materials which can be found here: <https://www.jlpsuppliers.com/content/jlpsup/coupa.html>. The guidance applicable to our SOR suppliers can be seen under the header 'Sale or Return Suppliers (SOR)'.

Key Points When Invoicing:

- You must have EDI data contracts in place, regardless of whether you use it for invoicing or not.
- To expand above, it's compulsory for all SOR suppliers to have EDI contracts in place regardless of their invoicing choice. Suppliers need this to reconcile the sales figures on their side, so that stock takes (and any future stock loss invoices) are accurate throughout the year. John Lewis will require accurate variance reports to approve any stock loss payments, and without this John Lewis is not obliged to pay, so it is in your best interest.
- Any returns will automatically be created as a credit note for Self Billing suppliers, or a debit note debit for Weekly Invoicing suppliers. Both will offset against the invoice payments that we make to you.
- HMRC – Guide to Self-Billing can be found [here](#):
- Our FAQs guide to invoicing as an SOR Supplier can be found [here](#), including the eligibility criteria to become a self-billed account.

Product Launch Setup Requirements



In order to launch & sell your products on JL.Com, we need 2 things; product information and digital assets. In order for the launch to happen as quickly as possible, we have some specific requirements about the way in which these are received.

Product Data

Product information must be provided to John Lewis in the form of Smartsheets. These are Excel spreadsheets, and can be provided to you by the Product Set Up Team (PSU) who will be in contact with you at the beginning of the set up process. It's very important that this information is complete and accurate first time to ensure we can launch without delays.

For new SOR suppliers, we require a fully completed smartsheet 4 weeks prior to the launch date.

Once you are set up as a supplier, we require smartsheets to be returned to the Product Set Up Team at least a week before any deliveries are booked into both the DC and/or branches.

Failure to do this will lead to bookings being rejected, and stock not being able to be sold in store.

If any of the information we require on a smartsheet is missing, we will not be able to new line your products, and any stock you deliver to us may be returned to you. This is because our Distribution Centre can only receive stock which has an active barcode (EAN/UPC).

The PSU team will be able to support any queries relating to the smartsheets, and will be available to go through the requirements with you at the beginning of the process if helpful.

Contact emails for smartsheets are:

Womenswear SOR: jl.productsetup.womens.sor@johnlewis.co.uk

Mens and Kids SOR: productlaunchsor.mens.and.kids@johnlewis.co.uk

Assets

Imagery can be uploaded to our portal 24 hours after PSU confirms that smartsheets have been processed and JL stock numbers have been returned to you.

Please ensure imagery is uploaded before stock is delivered to the warehouse. Failure to do so will lead to delays in the launch of these, and mean additional work to get them live.

All assets (imagery and videos) must be uploaded via our supplier portal, and need to meet John Lewis standards. Image specifications, timelines and user guide for the portal can be located on our [supplier website](#). This also houses image guidelines and other useful resources to help aid the setup and launch process.

Ways of Working with Store Partners

Suppliers should only contact shops directly to inform them of planned visits, stock takes and stock levels or if a promotion or markdown is going live with 24 hours notice or less. If Suppliers wish to communicate to any shops they need to send the request to Category Team

Store Visits

- Suppliers should only contact shops directly to inform them of planned visits, stock takes and stock levels.
- Suppliers should contact the shops [Operations Team Manager Inbox](#) to book a visit, preferably 48 hours in advance if you will require their time and resource. It is the responsibility of the Operations Team Manager to cascade to relevant stakeholders in shop ahead of visit (Selling Team Manager, Visual Merchandising)
- The supplier should **always** contact the shop to give notification of any upcoming visits.

- The supplier needs to sign in at Partners entrance and notify the Operations/Selling Team Manager on arrival.
- Supplier can only go back of house if signed in
- If there are any concerns on the day, the brand must follow agreed process
- Any summary reports should follow feedback and escalation process

Brand Training

To organise any merchandising / visual merchandising or product / brand training, Brands can contact the Retail Training team via the following email address: retail.training@johnlewis.co.uk and CC the relevant Category Team for awareness.

Feedback and Escalation Route

Suppliers must engage the shop senior leadership team **whilst on** visit to feedback and understand any challenges.

1. Feedback and escalation should be to the Team Manager of the department or Operations, then the Deputy Duty Manager and then Head of Branch.
2. If there are any challenges to how the product is grouped then the supplier must have provided a brand styling guideline to the Category Team.
3. At the end of each visit we encourage suppliers to complete [google form with feedback](#). This feedback will be accessible to Shops and Head Office. By completing the form it will allow us to take action on any common themes or shops, holding relevant stakeholders to account. It will also allow the branch to review the feedback and either take action to improve or recognise success.
4. The feedback form gives the opportunity to feedback and provide photographic evidence on the following:
 - Date of visit and Partner/ role who received feedback
 - Highlights and concerns
 - If any concerns, conversation with shop and actions agreed
 - Photo evidence
 - If this is the second visit with a concern the opportunity to escalate
5. A copy of the feedback will go to the Team Manager Operations inbox, any escalated feedback will go directly to the Steering Group inbox as well as Team Manager Operations

Visual Merchandising & Presentation (Fashion)

If you would like to have a visual merchandising document for your brand please speak to your relevant Category Team (Womenswear | Menswear | Kids):

- It must be a quick reference document: - the less text-heavy pages the better, with photos taken in JL shops
- Send to JL Category Teams for approval, this needs to be with the Category team at least a week before the pack is due to land in shops
- JLP will implement the Brand Style Guidelines ideally within 7 days and should be no longer than 2 weeks of receipt. These will be implemented pre-trade.
- For non brand rep shops, JLP Operations and VM teams will execute.
- Suppliers should not send Brand Style Guidelines directly to shops, in the event that this happens, shops will forward to the relevant Category Team.
- Suppliers cannot change mannequins, the fixture grid or elevations, these are set within the agreed Shop Floor Standards.
- Mannequin positioning/styling is owned by JLP VM team and they are to use brand styling guidelines to support styling/dressing of the mannequins.

Branded Hangers

- JLP will strive to use all the same Branded hangers. If there are not enough hangers to achieve this, shops will request more branded hangers for the shop floor.
- JLP commits that Branded hangers are to be removed at point of sale and not given to customers. The Branded hangers are to be reused in store.
- During Sale, Branded hangers are removed and black plastic hangers are used. The Branded hangers must be kept secure in the stockroom to be re-utilised for full price stock.

POS

Suppliers to submit all POS (point of sale) to the Category Team. Brand POS must conform to the following:

- Content is to focus on product benefits and not campaign lines/slogans.
- Avoid use of puns. Be considerate of the John Lewis brand identity when copywriting.
- No brand ambassadors to be featured on POS
- Any claims to be backed up with evidence/source in small print

Cleaning & Maintaining Standards

- JLP shop Partners will ensure all fixtures are kept clear of dust. Contract cleaners will clean the floor which will be swept on a daily basis and where possible fixtures will be cleaned on a weekly basis.
- Where shops have a brand rep, the responsibility for cleaning of fixtures and ensuring they are kept to a good standard should be both the rep and JLP.

Booking Process for John Lewis Branch Stock

We expect SOR suppliers to deliver shop stock directly to shops. Supplier asks the shop when it is best to deliver. Establish which day or two days are suitable to deliver. The Supplier will be contacted with details on how to arrange regular shop delivery.

Please note, it is your responsibility as an SOR Supplier to keep track of shop stock levels by monitoring your deliveries, and cross referencing with sales and returns data, through the EDI data that we share with you. As an SOR Supplier, you are required to provide us with a Weekly Stock Movement Report by shop (not required for online). Where possible an electronic delivery note must also be sent to the shop SOR inboxes as this holds the information on the expected delivery and is a requirement to report missing or misdirected deliveries.

JLP will commit to a 24 hour turnaround from receipt of stock to stock being brought to the shop floor as long as goods are delivered pre shop opening. For shops who receipt stock once the shops are open, we commit to a 48 hour turnaround.

Brand reps will commit to work within these lead-times and not take stock earlier to ensure paperwork and stock file are accurate.

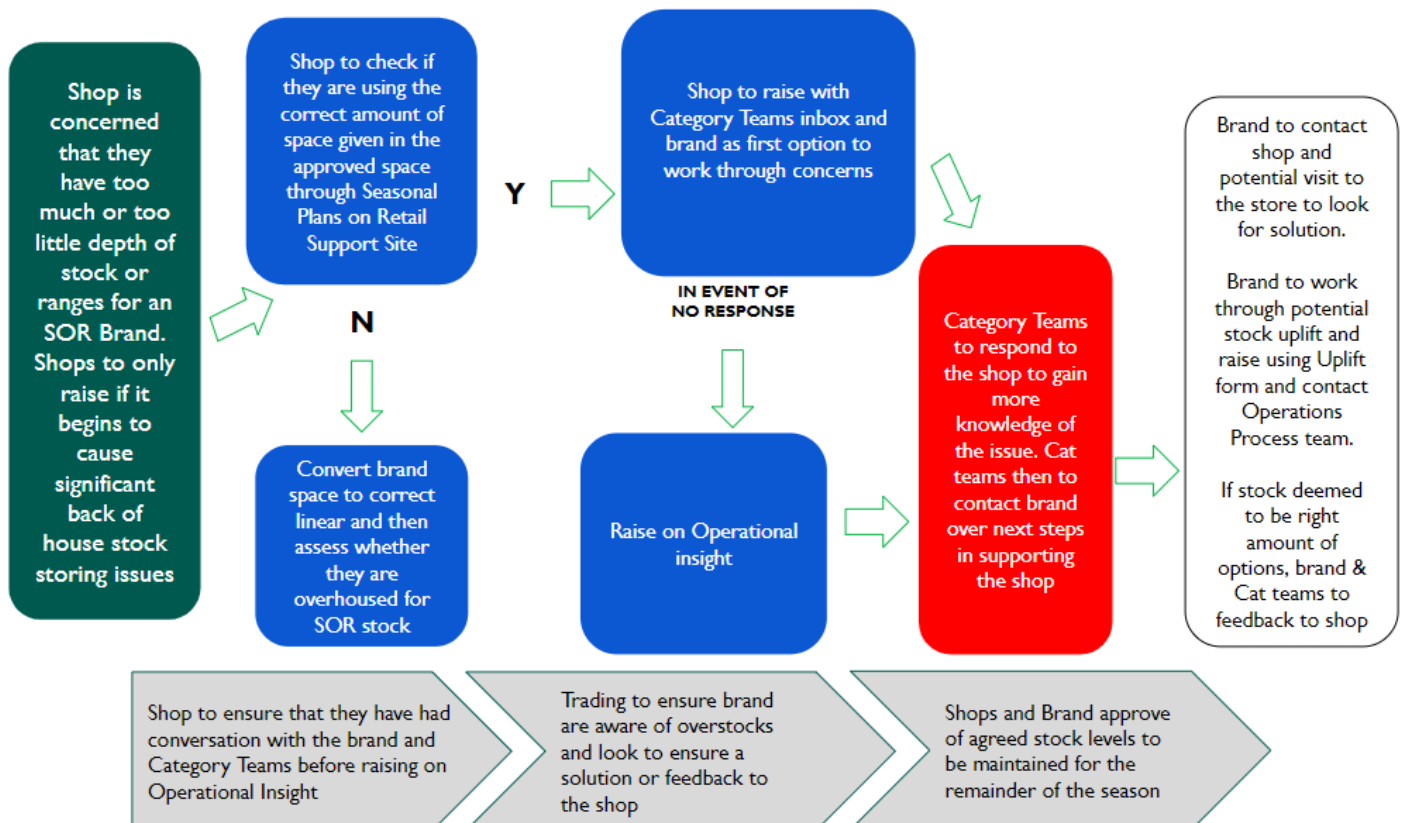
Any SOR deliveries where there is continual inaccuracies with the delivery of actual stock received compared to what should be expected as per the paperwork, the shop should fill in this discrepancy form

Any Wholesale stock should be worked through normal DTS procedures and stock is prepped and worked to the floor on day of delivery. RFID assortments should be STS and RFID received as close as possible to each other. Stock numbers must be on the system before delivery or deliveries to the warehouse will not be accepted and stores will not be able to sell products.

Shop Recalls

- Following the end of the sale period, stock should exit within 4 weeks using the recalls process
- Any stock uplifts should be requested by the supplier through [this form](#) and will be sent to the relevant team within John Lewis to action and this then will be sent to shops
- Stock should be uplifted within the timeframe stated by the supplier. If it is not collected within 48 hours of the recall completion, the supplier may receive regular auto email notifications that recalls are awaiting collection and these will continue until full collection is confirmed.

SOR Overstocks/Understocks



Delivering to our warehouses for Online Stock



An Overview

Unless otherwise specified, all online SOR Stock should be delivered to the ADC (Ancillary Distribution Centre). This is a third party warehouse which is run by GXO on behalf of John Lewis.

Once here, stocks are pre-retailed to make them compliant with the storage requirements of our central warehouses. Pre-Retailing activities include pre-toting (for flat / binnable items) or applying new hangers, rebagging and adding garment identification labels, otherwise known as GILs (for Hanging items).

We do not conduct any other rework on SOR stocks, such as reticketing or repricing. Therefore, it is expected that stocks are delivered with swing tickets and EAN barcode labels already attached and that pricing is reflective of the country it is being sold in (£GBP).

After pre-retailing has been completed, stocks are then transferred to one of 3 different John Lewis owned warehouses, depending on their product type and / or size:

1. Magna Park 079 Hanging - this is an automated warehouse, and houses all items that have been set up with a 'Hanging' Flag. For example, bulky winter coats/outerwear, Leather Jackets, dressing gowns, long occasion dresses.
2. Fenny Lock - A manual warehouse that houses items that have been set up as 'flat' products at the point of sku creation. For example, jeans, shoes, jumpers, t-shirts, lingerie, handbags etc.
3. Magna Park Bin - Also an automated warehouse which houses flat / binnable items not suited for Fenny Lock. For example, Jewellery, make up, small fashion accessories.

(See Product Launch Set Up Requirements for more details on Hanging flags and Flat item criteria)

Booking Process For Online Stocks

In order to deliver stocks to the ADC, suppliers must first secure a booking slot.

A driver will be refused entrance to the site and the load rejected if they do not have a booking reference number

Booking requests should be sent to ***jlp_sor_bookings@gxo.com***, using a booking template, no later than 48 hrs prior to the requested delivery date.

The booking template should be completed with EAN information, product description, and quantities, both units and packs (if applicable), for each product being delivered. Suppliers will be asked to provide separate templates for hanging and flat stocks.

The ADC will check each of the EANs listed and validate their eligibility for delivery. If all EANs can be validated, then a booking confirmation will be provided via email. The SLA for responding to booking requests is 24 hours (Monday - Friday 07.00 - 15.30)

For a product to be considered eligible for delivery, it must adhere to the following criteria:

1. It should have an active EAN
2. Online imagery is already available and uploaded to JL via DAM (See Product Launch Code of Conduct for further details)
3. The product has an active Web Status

If a product, or multiple products, do not meet all of these criteria, the ADC will advise the supplier that a booking cannot be made until such times as those items are removed from the booking template and physical delivery, or the issues affecting them have been resolved.

The supplier will be given clear instructions on the steps they need to take in order to rectify the issues, before being invited to resubmit a new booking request.

Definition of an active EAN

The EAN is attributed to a valid John Lewis Product code (8 digit sku), which is live on our systems, and is visible to the ADC. The supplier will have previously received confirmation from the relevant Product Set up team at John Lewis that the smartsheet containing this EAN has been processed successfully.

Definition of a non active / non systemic EAN

The ADC are unable to associate the EAN provided with a valid John Lewis product code (8 digit sku). Either because the product has been deleted from JL systems and removed from our assortment, or the smart sheet containing the EAN is still being processed by the relevant Product Set up team at John Lewis.

Definition of active Web Status

All products that are eligible for selling on JL.com, both Wholesale and SOR, are attributed with a range of Web Statuses depending on where they are in their lifecycle. These include the following

13 - Waiting for Review (For new products that are waiting for Imagery / Copy / Stocks in order to launch online)

I - Live and in Stock (Imagery / Copy / Stocks are all available and the product is available to sell online)

I6 - Seasonal Suspension (Product has been removed from the website, either due to quality concerns, or seasonal appropriateness. Eg, Flip Flops in AW season, or Winter Jackets in SS season).

I7 - Temporary Suspension (Product has been temporarily removed from the website, either due to lack of stock availability, or to allow for amendments to product attributes)

Definition of a non active Web Status

If a product has either of the following web statuses, it is no longer considered a part of the John Lewis range or it is a 'Direct to Customer' (D2C) product which shouldn't be sent to the JL warehouse, and no further stocks should be delivered.

I4 - Return to Supplier (Where we have received requests to recall stocks back to the supplier)

I1 - Deleted by JL (Where the supplier has confirmed the product is at the end of its lifecycle and the deletion process to remove it from our systems has already started)

Booking Windows and Availability

Suppliers are able to submit booking requests as early as two working weeks prior to their planned delivery date. Otherwise referred to as the 'booking window'.

Each of our distribution centres, including the ADC, operate with daily and weekly inbound unit cap limits to support an efficient throughput of stock across the network.

Depending on demand, this could affect booking availability at peak times of the year.

If the requested date is not available, Suppliers will be given the next available date within this 2 week window.

Delivery Standards

All SOR stock (unless agreed otherwise) should be delivered to the ADC -

Unit A

Unit I Saxon Avenue

Saxon Avenue

Grange Park

NN4 5EL

Opening Times

07.00 - 16.00

Sun - Sat

We have set delivery standards for each of our [Magna Park](#), [Fenny Lock](#) and [Northampton Grange Park](#) John Lewis Distribution Centres - the details of which can be found on our supplier portal JL Connect.

These cover all aspects of delivery, from the presentation of the stock to the types of vehicles that are permitted on site and paperwork requirements

To view these delivery standards, please wait until you are onboarded as a supplier to gain access to the site, alternatively please use the dummy login details below:

Website link: www.johnlewisconnect.co.uk

User – viewpublish@johnlewisconnect.com

Password – sGnhBkK8

Pre Retailing

For more details on the ADC Standards for SOR please [see this pack](#). Below are a few examples of what we deem to be appropriate to arrive at the warehouse as hanging stock:

- Unable to fit more than 2 in a tote
- Occasion Dresses
- Dressing Gowns
- Leather Jackets
- Bulky winter coats/outerwear

Recalls

DC Recall – For Online stock ONLY

As a supplier you will need to process the recall for online stock, the process is as follows:

1. Please fill in the recall template, you can ask for this from your relevant category team. You will need the ean code and the JL sku code, which you can get from the stock reports you should receive on a weekly basis. (if you do not receive these reports please contact your category team contact's to set these up) You will need these reports to get JL sku numbers which you will need to fill in the recall template.
2. Please send the template to your respective Merchandising operations inbox email address can be found in the [Central Teams contact details](#).
3. Once received, the merchandising operations team will process this recall with the distribution centres. Who will prepare the stock for collection, this can take between 4-8 weeks (this will depend on workload/time of season)
4. Once the stock is picked and packed, they will reach out to you for collection. This stock needs to be collected in 2 weeks. If you do not collect within 2 weeks, your inbound deliveries will be cancelled until further notice and any future recalls will not be accepted.

General Collections

There will be other reasons, apart from Recalls, that will result in the need for your stock to be collected. These include Returned Faulty stock, Imperfect stock (including damaged boxes/products without swing tickets), products where EANs will not scan and are not going to be loaded on the system, and very old stock. This stock will need to be collected by you and will follow the Warehouse Return Process.

Warehouse Return Processes

When a customer purchases a product online and subsequently returns that purchase, the product is returned to John Lewis' Distribution Centre. The Suppliers' stock is collated for a 7 day period, After 7 days, the location is closed to further stocks, systemically locked, and an order is created. The supplier will be emailed, with a copy of their report, the order reference on here will begin with 'RTN'. The supplier is expected to respond and book into the warehouse to arrange a collection within 7 days of making contact. If the supplier does not respond within a reasonable period, the stock has the potential of being salvaged.

Product Life Cycle and Recodes

What is a product life cycle?

A product lifecycle is managed through stages of introduction, growth, maturity and decline, for the duration of time we stock a product within John Lewis. Knowing when a product is not coming back enables us to maintain our assortments, allowing us to delete products from our systems and exit stock in a timely manner.

How the RPA works

The Kyle RPA also known as the Identify: Deletions and recodes process runs in week 13 and week 39 per year. The RPA is used to support Suppliers in identifying deletions and recodes to manage sku count.

You will receive a response from our RPA once per season in week 13 and 39. This will identify SKU's which have reached their end of life and will need to be recoded or deleted. Currently, limited deletions impact our life-cycle processes, and capacity in our warehouses and stores for new lines.

Criteria for SKU's to be a candidate of Deletions and Recodes:

Recodes: Stock that has sold for a season e.g AW23 that has value in being recoded for the next upcoming season or as a continuous product.

Deletions: Stock that has sold in a previous season from the present and will not be coming back.

When considering a recode, you will have the opportunity to recode SKUs to the next/future seasons or as continuity. For example, at the time of receiving this email, the season is SS23, therefore the next season to recode will be AW23. The option to code onto continuity will be based on if you would like to continue selling this product with us for the foreseeable future.

Recalls: Please note, that for all deletions, a stock recall request will be auto-filled in the template and stock to exit our business with immediate effect.

For all deletions, a DC stock recall request will be auto-filled in the template and stock to exit our business with immediate effect.

Branch recalls must be requested using the [branch recall form](#) before a deletion is requested. If branch stock is not recalled before a deletion has taken place, this could lead to increased stock loss.

Terminology Glossary

Deletions	A sku that is deleted and will be totally removed from our system
Recodes	A sku that is coded to the next or future season code E.g AW23, SS24
RPA	Robotic Process Automation
Kyle	The name of process automation robot
Stock Recall	Stock that is collated to be returned to supplier following a deletion in our system

Status 14 (internal JL code)	Internal JL code that activates the stock recall request and removes products from the website.
RTC	Reduced To Clear sku's which require deletion when there is no stock
Pen del	A sku that is pending deletion in our systems (mention SLA)
Identify Pen del	A deletion that is identified as eligible for deletion by our robot Kyle
Kyle	The identify Recodes & Deletion RPA that will send a Recodes & deletions report in Week 13 and Week 39
Internal Codes & WEB IDS used for Online & Offline Stock	
Status 1	Live on the Website
Status 11	Delete Item
Status 13	Review Product
Status 14	Return to Supplier
Status 15	IBT Complete
Status 16	Seasonal Suspension
Status 17	Temporary Suspension
Status 18	Write Off

Stock Take & Wastage



Wastage

Wastage means loss of or damage to the Goods which means that Goods are no longer fit for sale to customers.

All Wastage shall be calculated at Cost Price of the Goods to JLP.

Our Wastage clause refers to the % of wastage that you will be financially responsible for within your commercial contract.

Stock Take

We require all SOR suppliers to conduct a stock take twice a year, across all shops that house their brand.

- Stocktake windows are between 1st February – 30th April and 1st August – 31st October
- Stock counts will be held at least twice a year in line with the stock count guideline.
- All suppliers will receive a 2 week window in which they will need to conduct their stock take.
- Stock takes should cover the previous 6 months, up to the date of the count.
- Following an audit John Lewis has 4 weeks to respond.
- Once your template is complete please send it to zm_jlp.sor.stock.loss.investigations@johnlewis.co.uk

Shop stock take

- Stock should not be recalled 2 weeks before a stock take and no deliveries are permitted within 7 days of a stock take.
- Brands to give a minimum 4 weeks notice to shops
- A copy of the expected stock file or figure must be provided to shops for the day before their count so shops have a target to ensure all areas are captured
- As part of JLS internal audit controls, shops must submit the expected and actual counted figure on the day of the count. If using a third party count provider please ensure the shops have this information.
- On the day of the SOR count a Partner or Partners should be assigned to be with the counters for the duration of the Stocktake. The supplier should email the relevant [Shop Team](#) prior to the count to find out which Partner will support on the day. The Partner can be an Operations or Selling Partner.

Online stock take

- Online stock is held at our Magna Park & Fenny Lock warehouses.
- Returned stock or stock awaiting processing will be held at our Ancillary DC (ADC).
- Brands will be unable to conduct a physical count of their Online stock at Magna Park, Fenny Lock or the ADC.
- Suppliers should use the automated stock holding report sent to you to reconcile your Online count. If you have any issues with the report please email the stock loss team (zm_jlp.sor.stock.loss.investigations@johnlewis.co.uk).
- Stocktaking of Online must align with the last branch stocktake date. Brands are to inform the SOR Bookings and ADC Query Teams via email of this date JLP_SOR_Bookings@gxo.com, ADCQueryTeam@gxo.com copying in the relevant buying office.
- The ADC will follow shop instructions to hold all activity pending the stocktake date.
 - All deliveries are to be suspended 7 days before the count.
 - Any action or resolution to query stock will be suspended 3 days prior to the count.
 - Any uplifts (transfers/recalls) will be suspended for two weeks prior to the count.

Useful Details/Contacts

The registered company address of John Lewis plc is 171 Victoria Street, London SW1E 5NN.

Company registration number: 233462.

VAT number: 232457280.

Central Teams

Team	Email Address / Telephone Number	Reasons for Contacting
Supplier Operations Team	supplieroperations@johnlewis.co.uk	New supplier set up queries, asking for update on new supplier set up
Financial Processing	Visit www.jlpsupplierhelp.co.uk	Invoice queries, changing of bank or address details, set up or amend EDI, EDI queries
Retail Operations	z_retailoperations_process@johnlewis.co.uk	Recall/Transfer activity in John Lewis Shops. Stocktake bookings (H1/H2)
Quality & Technical (Q&T) Team	fashion.safety@johnlewis.co.uk home.safety@johnlewis.co.uk Please keep the buyer cc'd for any queries to these email addresses.	JL Engage issues or queries
Product Set Up Team	Womenwear SOR: jl.productsetup.womens.sor@johnlewis.co.uk Mens and Kids SOR: productlaunchsor.mens.and.kids@johnlewis.co.uk	Smartsheets, images
Delivery Compliance Team	suppliercompliance@johnlewis.co.uk	Delivery concerns specifically relating to Late Deliveries, Presentation Issues relating to labels or pallets, and No-Shows for delivery slots
Delivery Booking	Blakelands - vbo.blakelands@johnlewis.co.uk Northampton - vbo.northampton@johnlewis.co.uk Grange Park - vbo.grangepark@johnlewis.co.uk Magna Park 1 - vbo.magnapark@johnlewis.co.uk Magna Park 2 - vbo.magnapark.2@johnlewis.co.uk Magna Park 3 - vbo.magnapark.3@johnlewis.co.uk Panattoni Park - vbo.panattonipark@johnlewis.co.uk ADC - jlpsor_bookings@gxo.com Fenny Lock - vbo.fennylock@johnlewis.co.uk	Booking or amending delivery slots into John Lewis Distribution Centres
Merchandising Operations	Beauty.Merchandising.Operations@johnlewis.co.uk Brandedadultfashion.merchandisingoperations@johnlewis.co.uk	Recalls, any other stock related queries

	Ownbrandedadultfashion.merchandisingoperations@johnlewis.co.uk Children.Merchandising.Operations@johnlewis.co.uk HomeAccs.Merchandising.Operations@johnlewis.co.uk HomeFurnishings.Merchandising.Operations@johnlewis.co.uk CDGS.Merchandising.Operations@johnlewis.co.uk CommTech.Merchandising.Operations@johnlewis.co.uk Electricals.Merchandising.Operations@johnlewis.co.uk	
Supplier Engagement Communication	jlsuppliercomms@johnlewis.co.uk	Supplier communications and mailing list
Category Team	Menswear: categoryfashion.menswear.brands@johnlewis.co.uk Womenswear: categoryfashion.wwbranded@johnlewis.co.uk Childrenswear: jl.childrens.brandsandshoes@johnlewis.co.uk	General enquiries
Staffing	John.Mcmillan@johnlewis.co.uk	For any staffing queries
Retail Standards	retail.standards@johnlewis.co.uk	Retail enquiries
Retail Operation Specialists	z_retailoperations_specialists@johnlewis.co.uk	Retail enquiries
Retail Operation Process Specialists	z_retailoperations_process@johnlewis.co.uk	Retail enquiries
Returns	jlpsaleorreturn@gxo.com	For any returns queries

Branch Teams

Branch No	Branch Name	Z list
1	Oxford Street	Z_JLJL_Operations_TMs@johnlewis.co.uk
2	Peter Jones	Z_JLPJ_Operations_TMs@johnlewis.co.uk
6	Nottingham	Z_JLJE_Operations_TMs@johnlewis.co.uk
8	Southampton	Z_JLSH_Operations_TMs@johnlewis.co.uk
20	Cambridge	Z_JLCM_Operations_TMs@johnlewis.co.uk
21	Edinburgh	Z_JLED_Operations_TMs@johnlewis.co.uk
22	Cardiff	Z_JLCF_Operations_TMs@johnlewis.co.uk

23	Cribbs Causeway	Z_JLBT_Operations_TMs@johnlewis.co.uk
25	Brent Cross	Z_JLBX_Operations_TMs@johnlewis.co.uk
26	Milton Keynes	Z_JLMK_Operations_TMs@johnlewis.co.uk
28	Sheffield	Z_JLCB_Operations_TMs@johnlewis.co.uk
29	Reading	Z_JLHE_Operations_TMs@johnlewis.co.uk
30	Liverpool	Z_JLLP_Operations_TMs@johnlewis.co.uk
32	Trafford	Z_JLTF_Operations_TMs@johnlewis.co.uk
35	Norwich	Z_JLBD_Operations_TMs@johnlewis.co.uk
37	Welwyn	Z_JLWE_Operations_TMs@johnlewis.co.uk
39	Kingston	Z_JLKI_Operations_TMs@johnlewis.co.uk
40	Glasgow	Z_JLGL_Operations_TMs@johnlewis.co.uk
41	Cheadle	Z_JLCH_Operations_TMs@johnlewis.co.uk
42	Newcastle	Z_JLBA_Operations_TMs@johnlewis.co.uk
43	Bluewater	Z_JLBW_Operations_TMs@johnlewis.co.uk
44	Solihull	Z_JLSL_Operations_TMs@johnlewis.co.uk
45	High Wycombe	Z_JLHW_Operations_TMs@johnlewis.co.uk
54	Swindon	Z_JLSN_Operations_TMs@johnlewis.co.uk
61	Chichester	Z_JLCZ_Operations_TMs@johnlewis.co.uk
65	Leicester	Z_JLLC_Operations_TMs@johnlewis.co.uk
66	Poole	Z_JLPL_Operations_TMs@johnlewis.co.uk
67	Leeds	Z_JLLD_Operations_TMs@johnlewis.co.uk
69	Exeter	Z_JLXT_Operations_TMs@johnlewis.co.uk
81	Stratford	Z_JLST_Operations_TMs@johnlewis.co.uk
382	Horsham	Z_JLHS_Operations_TMs@johnlewis.co.uk
399	Chelmsford	Z_JLCL_Operations_TMs@johnlewis.co.uk
517	Ipswich	Z_JLIW_Operations_TMs@johnlewis.co.uk
894	Cheltenham	Z_JLCU_Operations_TMs@johnlewis.co.uk
895	Oxford	Z_JLOF_Operations_TMs@johnlewis.co.uk
937	White City	Z_JLWD_Operations_TMs@johnlewis.co.uk

Appendix (Attached Docs)

1. [EDI pack](#)
2. [SOR Stocktake Manual](#)

Revision History

Revision number	Date	Purpose/Change	Author
2.0	05/04/24	SOR Audit next step for entire guide (1.0) to be reviewed and updated, all SME's approved by 03/04/24.	SW

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