

# Super Retail Group



## EDI Trade Partner Information Guide – Version 5

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## Introduction

Super Retail Group Limited comprises seven businesses: Amart All Sports, BCF (Boating Camping and Fishing), FCO (Fishing Camping Outdoors), Goldcross Cycles, Ray's Outdoors, Rebel Sport and Supercheap Auto. Started in 1972 by Reg and Hazel Rowe, Super Retail Group has grown to become one of Australia and New Zealand's largest retailers with around 560+ stores across Australia and New Zealand and annualised sales in excess of \$1.8 Billion. With more than 10,000 team members, Super Retail Group's success is underpinned by its culture and core values.

To support our growing business, The Super Retail Group (SRG) EDI system has been designed to allow you to do business with SRG in an entirely electronic format. Using global standards such as EANCOMM 2002 and industry best practice, our EDI capabilities have been built to use 6 messages so that there are benefits for both parties.

EDI is the Electronic Data Interchange of information in a defined structure format between two business entities, otherwise known as B2B. There are many benefits to be gained by all participants in an EDI relationship. The major benefits of the process are,

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

**This document will go into the standards, processes and key contacts in implementing EDI within the following SRG Brands - BCF (Boating Camping and Fishing), FCO (Fishing Camping Outdoors), Goldcross Cycles, Ray's Outdoors, and Supercheap Auto only.**

Standards, processes and key contacts for implementing EDI with Amart All Sports and Rebel Sports can be found on the brands websites.

[www.rebelsport.com.au](http://www.rebelsport.com.au)

[www.amartallsports.com.au](http://www.amartallsports.com.au)

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


## Key Contacts

For queries in relation to SRG EDI engagement, Please use the following email address:

Email: [e\\_engagement@superretailgroup.com.au](mailto:e_engagement@superretailgroup.com.au)

For all finance related queries use the following email address:

Email: [ediap@superretailgroup.com.au](mailto:ediap@superretailgroup.com.au)



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

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

## *EDI Overview*

### The EDI Standard

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

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

Further details on GS1 standards can be found using their website: [www.gs1au.org](http://www.gs1au.org)

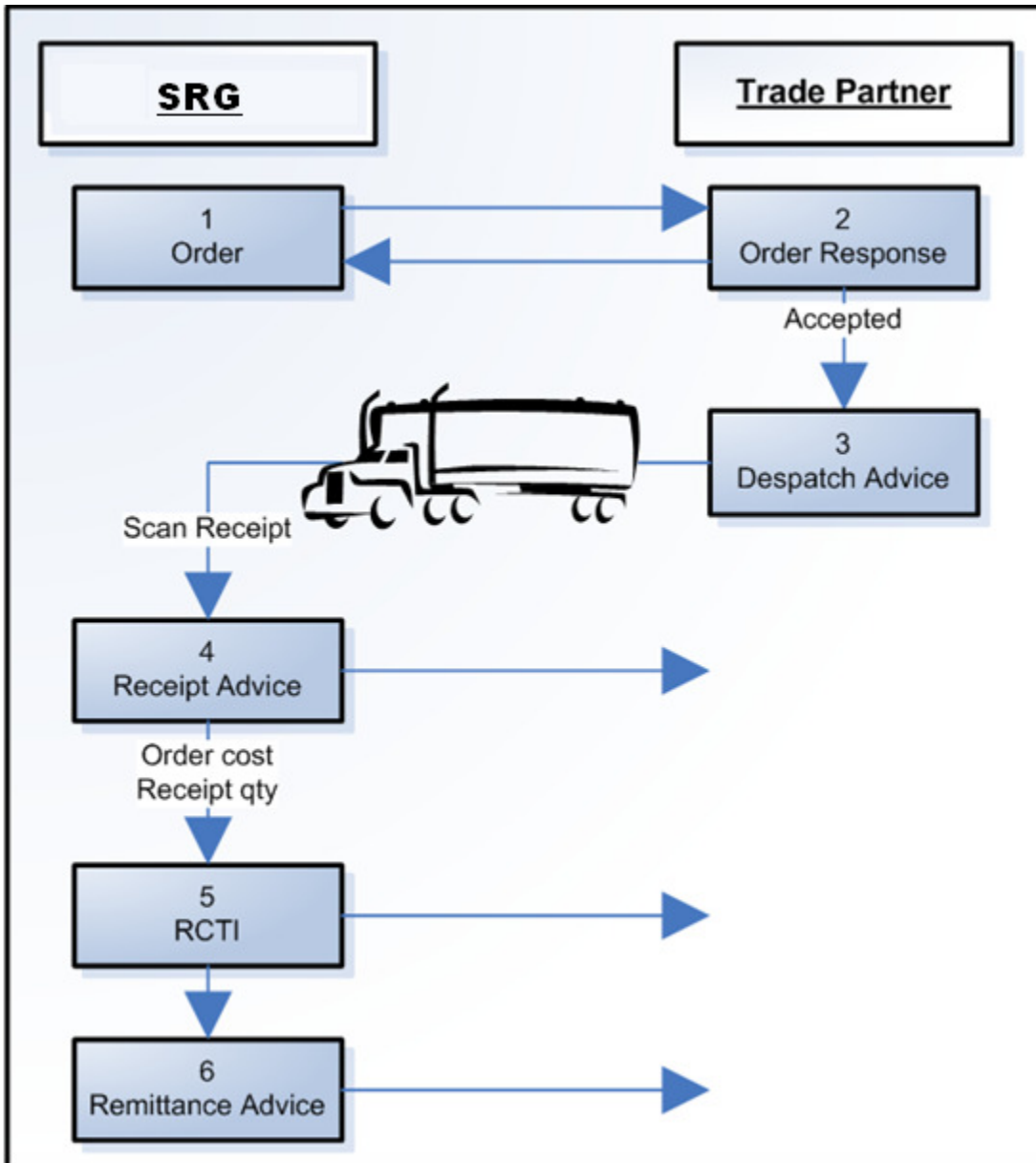
### Value Added Networks (VAN)

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

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

## The Basic Process Flow

The diagram below demonstrates a basic process flow for simple order placement, acceptance and receipt. This is the flow that SRG will implement.



Other messages will be developed and implemented over time as the need arises. As changes occur Trade Partners will be notified.



## The Messages & Processes

### Overview

Due to the complex nature of SRG's supply chain network, separate messages have been developed for both import and local procurement. The import message suite developed supports delivery into a Distribution Centre (DC), whilst the local message suite supports delivery into both DC's and Direct Store Delivery (DSD).

SRG will be using the following messages for EDI implementation, the first three messages\* are considered mandatory to be a part of the program:

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

\*Further messages may be required to be developed depending on the business needs of both SRG and the Trade Partner.

\*\*Control messages (CONTRL) are not exchanged between GXS and SRG at this stage, however they can be exchanged between GXS and the Trade Partner where required.

There are 2 key identifiers in the messages;

- GTIN (Global Trade Item Number) for identifying the item ordered.  
At this stage SRG will only use the retail unit GTIN (the barcode number of the product which is sold to the customer at point of sale).
- GLN (Global Location Number) for identifying locations and parties such as the 'deliver to' location.

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



## Purchase Order (ORDERS)

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

Purchase orders are created based on a separate purchase order per 'deliver to' location. Further technical information on purchase order details can be found in the ORDERS MIG.

## Purchase Order Response (ORDRSP)

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

The purchase order/response process is to be completed no later than the close of business on Friday in the same week the order was raised. Trade Partners return a purchase order response to SRG in the format identified in the ORDRSP MIG.

If the whole order is accepted, the content of the purchase order will be reproduced in the purchase order response, i.e. all header information and all line item information will be returned to SRG. This indicates that the details are correct and the Trade Partner is able to fulfil the order exactly as requested.

If there are issues with accepting the whole order, then the order is deemed rejected and will be reproduced in the response including proposed modifications of the unaccepted elements of the purchase order that the Trade Partner is able to fulfil.

If the order is rejected, then SRG may adjust the rejected component and send through a new order, generally with the same Purchase Order number as the original or decide not to proceed with the order. No Order Change (ORDCHG) functionality will be used.

Any order that is rejected or changed at either header level or at line level is to be considered cancelled and must not be auctioned in any way by the Trade Partner until further advised by SRG.

It may require a number of iterations to achieve an agreed order, so frequent polling during the day will be necessary. SRG receives and processes order responses frequently.

Errors are monitored and actioned Monday to Friday, Brisbane business hours. Phone and email communication may be required to support the purchase order/order response process; however it cannot replace the purchase order/order response messages.



## Despatch Advice (DESADV)

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

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

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

For further details on generating and applying unique logistics labels to SRG orders please refer to the Packaging, Barcodes & Logistics Specifications Document. This document can be found via the Trade Partner information page on the applicable brands website.

The DESADV must detail the agreed retail GTIN (the barcode number of the product which is sold to the customer at point of sale) and match the physical shipment, a zero quantity is required for any items that are nil supplied.

Each shipment from a Trade Partner will be covered by a single Despatch Advice that will describe all items on the shipment.

- DSD (Direct Store Delivery) shipment is to have a 'one PO to DESADV' relationship per site.
- DC (Distribution Centre) deliveries can contain multiple PO references per DESADV per site.

There must be one DESADV per physical shipment. It is acceptable to have multiple DESADV per PO if more than one shipment is required to fulfil the PO. For example, if the entire order is too large to be sent on a single truck, one DESADV would be used for each truck even though the order number is the same. The combination of Despatch Advices and SSCC labels will improve the accuracy and speed of receipts; however the receipt process in SRG DC's will remain the same during the initial implementation, and carton barcodes will continue to be used for receipt.

Trade Partners should transmit the DESADV to SRG upon completion of the packing process for the each shipment. This is to be sent as early as possible to ensure it is processed ahead of the arrival of the physical shipment to the relevant site.

Note: SRG DESADV message is structured to cover both scan packed (carton/palletised) and non scan packed (no carton/pallet level detail) shipments. SRG will process EDI messages as they are received. Errors will be managed during Brisbane business hours.



## Receipt Advice (RECADV)

Upon completion of receipting/verifying products into SRG systems, a Receipt Advice (RECADV) will be produced and sent back to the Trade Partner. The RECADV will contain what was expected (DESADV details) and what was physically receipted; it does not just send variances.

It is important to note that the relationship between the RECADV and the relevant DESADV is one to one and contains article and quantity detail only. The RECADV will be sent nightly on the day the physical receipt and verification are completed. Trade Partners are to verify the details back to their system and notify their contact within SRG of any discrepancies.

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

SRG will process and transmit the RCTI / BCTI providing the details of what the Trade Partner will expect to be paid for, on the respective delivery as per the agreed terms. There will be a one to one relationship between the RCTI / BCTI, RECADV and DESADV. The RCTI / BCTI will provide details of how the payment amount was arrived at and will significantly reduce the amount of work currently performed by both parties through improved accuracy.

A signed agreement is required with all EDI Trade Partners for SRG to issue RCTI / BCTI's as the responsibility of calculating the correct GST (Goods and Services Tax) passes from the Trade Partner to SRG. RCTI / BCTI's will be generated and sent weekly for all receipts that were verified / resolved in the week prior to the week of generation.

Assuming all the conflicts have been resolved there should not be a need to resolve any further discrepancies in regards to the delivery. Any disputes with the RCTI / BCTI amounts will need to be followed up promptly with the Group's Accounts Payable Department. A copy of the RCTI / BCTI Agreements can be found on the Super Retail Group website [www.superretailgroup.com.au](http://www.superretailgroup.com.au)

## Matching Process (DESADV)

The Delivery, Receipt and payment process will not be uninterrupted as long as the DESADV is aligned with the Purchase Order. However DESADV errors will occur where:

- DESADV Quantity is greater than the PO Quantity
- GTIN is different from the PO detail
- Delivery site is different
- PO line item number is missing

SRG will not accept any quantity greater than the PO quantity. For further information please refer to the Delivery Terms and Conditions for EDI on the Super Retail Group website. [www.superretailgroup.com.au](http://www.superretailgroup.com.au)

All deliveries will be checked and verified at line level against the DESADV. Delays will occur if the DESADV has not reached the relevant site prior to the physical delivery. The receipt verification will trigger the Receipt Advice (RECADV) process.



## Receipt Discrepancy Process

All receipt discrepancies will be checked by our DC / store teams prior to verification of the order (this is a hard copy checked and signed off by management). The Trade Partner is invited to raise any discrepancy concerns with SRG prior to the RCTI being issued. A 5 working day window has been provided from receipt of the RECADV to dispute any discrepancies. SRG retains the right to reject, receipt or dispose of any excess, incorrect, unacceptable or damaged stock. Communication of the action will happen with the Trade Partner involved. For DC Receipt Discrepancies; the Trade Partner will receive a Return Notification (manual process for inaccurate supply – line item oversupply or not on order) from the DC; required to initiate return and pick up.

Assuming all the conflicts have been resolved there should not be a need to resolve any further discrepancies in regards to the delivery. Any disputes with the RCTI / BCTI amounts will need to be followed up promptly with the Group's Accounts Payable Department. A copy of the RCTI / BCTI Agreements can be found on the Super Retail Group website [www.superretailgroup.com.au](http://www.superretailgroup.com.au)

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

This message is used to transmit credit request details to the Trade Partner and will be sent nightly when they are created. Examples of the use of this message are:

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

## Remittance Advice (REMADV)

Those Trade Partners using EDI with SRG will be paid according to the agreed payment terms. The Remittance Advice (REMADV) is a notification to the Trade Partner of what SRG has paid into their bank account. The REMADV will detail all RCTI / BCTI's, RCAN / BCAN's, rebates, discounts etc that have been processed against the Trade Partners account. Payment will still be made to the Trade Partner as per the agreed method (EFT, Cheque etc) recorded on the Trade Partners current Trading Terms. REMADV's will be sent the night the payment process has been completed by SRG as per the agreed payment terms of the Trade Partner.

Any disputes with the REMADV amounts will need to be followed up promptly with the Group's Accounts Payable Department.



## Delivery Process

### Delivery into Store

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

- The ASN Number as sent to SRG.
- Store Brand, address and store number, as noted on the order.
- Supplier name & address details.
- Number of pallets or cartons in the delivery (e.g.: 1 of 5, 2 of 5)

Please ensure that the support office address is not listed as the delivery address for store orders as they will be turned away.

### Delivery into Distribution Centre

All deliveries into the supply chain network need to be scheduled into the applicable DC at least 24 hours prior to the due date of the Purchase Order.

When booking in a delivery the Trade Partner must quote the:

1. Purchase Order number
2. Number of pallets / cartons per load / delivery
3. The type of pallet, i.e. Loscam or Chep

If the Despatch Advice (DESADV) number is available at the time of booking this should also be quoted to the time of making the booking.

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

LAWNTON-QLD DC 01	07 3482 7718	DC01Bookin@superretailgroup.com.au
ALTONA-VIC DC 06	03 9281 6021	dc06bookin@superretailgroup.com.au
PERTH-WA DC 02	07 3482 7718	DC01Bookin@superretailgroup.com.au
MANGERE-NZ DC 04	+64 9 257 1452	hannahd@superretailgroup.co.nz

Transport providers can make the booking on behalf of the Trade Partner; however it is the responsibility of the Trade Partner to ensure that the delivery arrives on time and meets the EDI terms and conditions of delivery. A 6 digit booking reference number will be provided for each successful appointment.



## Frequently Asked Questions

### **General**

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

As SRG does 6 EDI messages, you may have the same name for the message, but the MIG may not hold the same information which is required for SRG.

#### **How long does EDI take from start to finish?**

Once you have activated your NCM invite, the whole process takes a minimum of 14 weeks depending on your organisations EDI readiness and SRG.

#### **Which VAN provider do I pick?**

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

#### **Once I am EDI with one SRG brand, do I need to go through the process again for other brands?**

The following SRG Brands, BCF (Boating Camping and Fishing), FCO (Fishing Camping Outdoors), Goldcross Cycles, Ray's Outdoors, and Supercheap Auto have the same EDI requirements as outline in this guide. Once you are EDI live with one of these brands, you are live with all of these brands.

Standards, processes and key contacts for implementing EDI with Amart All Sports and Rebel Sports are different to the rest of our brands and information can be found for these brands on their applicable websites.

[www.rebelsport.com.au](http://www.rebelsport.com.au)

[www.amartallsports.com.au](http://www.amartallsports.com.au)

### **Purchase Orders**

#### **What happens with back orders?**

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

#### **When SRG EDI system does go down, will I be sent a manual order?**

From time to time, substances may change and you will be notified if a manual order needs to be sent from SRG. Once your organisation is live on EDI, manual orders will not be required to be auctioned unless you are notified by the SRG EDI team.

### **Purchase Order Response**

#### **What if I can't supply an item on an order?**

If an item cannot be supplied, then the order is deemed rejected and the information will need to be sent back in the purchase order response.



**Can I send an order response if my price, GTIN, qty rounding does not match my purchase order?**

Yes, if any part of the purchase order information is incorrect, please send back an EDI message with the elements of your order which you reject. SRG may adjust the order and resent generally with the same purchase order number as the original.

**If I reject any part of my purchase order, do I continue to process the order?**

If you reject an order; it is to be considered as cancelled and removed from your system. No stock is to be supplied for the order unless SRG sends a replacement order.

**Do I need to send an order response for every purchase order I receive?**

A purchase order response is required for every order regardless of acceptance or rejection.

**When do I need to send the orders response by?**

The purchase order/response process is to be completed no later than the close of business (COB) on Friday in the same week the order was raised.

**Can I send a revised order response if stock becomes available?**

Once the order response has been sent, you may increase the quantities in your ASN. The quantity of stock in the ASN cannot be greater than the original purchase order quantity.

**Despatch Advice**

**When do you require me to send the ASN by?**

Please send thought your ASN upon on completion of your packaging process for each shipment to ensure that it arrives and is validated thought SRG systems prior to the goods arriving at a SRG site.

**What happens if my delivery arrives before the ASN to a SRG site?**

Due to location of our stores and distribution centres – this can happen.

Our team in our DC's can take a blind booking into our distribution centres if required.

Our stores will wait to process your order once it reaches their POS system; this information is sent to the store generally within 24 hours from the support office.

**What do I need to do if my order has been rejected on delivery at a Distribution Centre?**

If your order is rejected for not meeting our delivery terms and conditions, the order will need to be rebooked for delivery as soon as possible. A new ASN is not required to be sent from the Trade Partner.

**What should I do if I have made a mistake in my ASN?**

Once the ASN has been sent it cannot be changed. Any over deliveries to the ASN will not be able to be accepted by SRG and will be returned to the Trade Partner. An additional ASN can be creating for additional stock to the first ASN provided the combination of both is no greater than the purchase order.

For deliveries via a SCA DC, any variance of the delivery to the ASN may incur an additional processing charge per order of \$140 due to additional processing costs incurred by SRG.

**Can I split my ASN over multiple deliveries?**

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



## **Receipt Advice**

### **How long will it take for me to receive my receipt advice?**

The receipt advice will be sent nightly on the day of the physical receipt and verification is complete. A 5 working day window has been provided from receipt of the receipt advice to dispute any discrepancies you may have.

### **What if I don't agree with the receipt advice?**

If you have a discrepancy with the receipt advice, please contact your SRG contact (Merchandising team or inbound controller) within the 5 day resolution time line to verify. Any discrepancies should be amended prior to the RCTI process.

## **Recipient Created Tax Invoice**

### **What date will the RCTI be generated?**

SRG will generate the RCTI within 14 working days from the receipt advice.

### **How to I match up my orders to the RCTI?**

The RCTI will only relate to the receipt advice number sent by SRG once your has been received. It is the responsibility of the trade partner to ensure they have a method of matching this up prior to going EDI live with SRG.

### **Who should I contact if I have an issue with the RCTI?**

If you have an issue with your invoicing, please contact your finance team contact or email [ediap@superretailgroup.com.au](mailto:ediap@superretailgroup.com.au)

## **Remittance Advice**

### **How are promotions & rebates handled under the EDI process?**

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

### **I am unsure about some entries in my remittance advice?**

If you have an issue with your invoicing, please contact your finance team contact or email [ediap@superretailgroup.com.au](mailto:ediap@superretailgroup.com.au)