

Supplier Charges Matrix



Remedy Charges

These deductions are made following the identification of a product quality issue, and are invoiced directly by Co-op. You will be given 30 days notice of the value due prior to the value being recovered. Any invoice disputes should be raised via the Supplier Portal.

Description:	Scope:	What is it? (in plain English)	Associated costs:	Where to find out more:
Product Complaints	CO-OP BRAND GOODS	The handling of complaints received into Co-op Support Centre where there is an issue with a Co-op brand product reported by a customer and where there is clear evidence the issue is supplier driven.	£15 per complaint call handled	Supplier Disputes Helpdesk 0330 041 7702
Depot Quality Rejections	CO-OP BRAND GOODS	Quality control checks are carried out in our depots to ensure products are of the agreed standard. Products are checked against Quality Attribute Sheets (QAS), which are held on MyCore. Products are rejected from goods-in where tolerances fall below the agreed level.	£10 per case, min. £75 charge (£1000 max. charge per product per depot)	Depot QC Supplier Guide
Recalls/Withdrawals	All suppliers	Removal of a product from distribution, stores and customers for legal and/or quality reasons where the product presents either a risk to health or safety of the customer (e.g. allergen risk, contamination, etc.), or is of poor quality. RECALL: Critical or Potential Critical Risk: Action to remove a product from distribution and stores and customers for legal and quality reasons where the product presents a risk to health and/or safety of customer. WITHDRAWAL: Legal or Legality or Quality: Action to remove a product from distribution and stores for legal or quality reasons but where the product does not present a risk to health and/or safety of customers.	<u>Fixed</u> QA (Own brand only) = £1000 Finance administration = £250 <u>Costs per store</u> Product recall = £12 Product Withdrawal = £8.50 <u>Costs per depot case</u> Warehouse handling = £0.60 Duty distribution = £1.96 Ambient distribution = £0.98 Chilled distribution = £1.00 Frozen distribution = £1.60	Recalls & Withdrawals Supplier Documentation
Technical visits for non-conformance	CO-OP BRAND GOODS	Travel expenses associated with Technical site audits triggered by problem investigations.	UK Costs c.£250 per visit Europe C£500 per visit ROW c£1500 - £3500 per visit	Contact your relevant Technical Manager for further details



Logistics Charges

These deductions relate to the route to market arrangement that is part of your Supply Agreement. All of these charges are invoiced directly by Co-op, and you will be given 30 days notice of the cost due prior to the value being recovered. Any invoice disputes should be raised via the Supplier Portal.

Description:	Scope:	What is it? (in plain English)	Associated costs:	Where to find out more:
Channel Islands (Andover)	Supply into Channel Islands	Following an infrastructure project which saw the closure of the Channel Island depots in 2015, the logistics network started managing delivery of all Regional Distribution Centre products into Channel Island stores on behalf of suppliers. This cost was agreed to on an individual basis with suppliers to support this activity.	Agreed as part of supply agreement with your Buyer	GDL_CustomerAvailabilityRoutetoMarket@co-operative.coop
National Distribution Centre (NDC)	Supply into NDC	It costs the Co-op more per case to ship from the NDC than it does via the regional centres. The NDC charge reflects the additional cost of this transport.		

Product Development Cost (Co-op Brand Goods)

These charges relate to the product development for Co-op brand goods only.

Description:	Scope	What is it? (in plain English)	Where to find out more:
Design, Artwork and Repro	CO-OP BRAND GOODS	<p>Design, artwork and repro for the product packaging of Co-op brand goods associated with New Product Development, Existing Product Development, Co-op driven re-design and regulatory changes projects will be paid for by Co-op.</p> <p>Where the requirement for the artwork amend is within a supplier's control, but outside the Co-op's control these charges are invoiced directly by Co-op, and you will be given 30 days notice of the cost due prior to the value being recovered. Any invoice disputes should be raised via the Supplier Portal.</p> <p>Amend charges (where requested by supplier) are outlined in the attached document</p> <div data-bbox="588 715 733 862" data-label="Image">  </div> <p>Supplier Amends Charges Matrix</p>	<p>DESIGN/ PHOTOGRAPHY/ ILLUSTRATION: Brooke Fletcher, Design Team: brooke.fletcher@coop.co.uk</p> <p>ARTWORK & REPRO: Paula Henthorn, Artwork Team: paula.henthorn@coop.co.uk</p>