



Information in connection with ICA automating inbound deliveries on Grey Full-size Pallets in our SMART Pooling customer interface

In autumn 2019, ICA started work to automate its inbound transactions of Grey Full-size Pallets in our SMART Pooling customer interface, which we have mentioned in previous mailings.

We are delighted and grateful that so many people contacted us to share their views and ask questions after our last mailing. We are conducting a continuous dialogue with ICA and are now giving ongoing feedback to those of you who have contacted us.

Work to automate inbound transactions is being done by ICA integrating its own business system with SMART Pooling. The change is scheduled to be introduced gradually, starting in the latter part of Q1 2020.

Automating the handling of transactions will improve balance reliability and minimise the risk of errors.

The automation process places certain demands on those of you who deliver to ICA on Grey Full-size Pallets.

What will ICA do?

- When ICA physically reconciles the goods in goods reception, the system automatically searches for a transaction in SMART Pooling to reconcile the balance with.
- If there is a transaction that matches the correct sender, the correct quantity and the correct order reference or the correct consignment note number, the system approves the transaction.
- If the quantity is incorrect, the system creates an adjustment with the correct quantity.
- If the sender and the order reference or consignment note number is incorrect, the system rejects the item and creates an inbound delivery with a reversed user fee.
- If there are items in ICA's business system where there is a match for the sender but not for the purchase order number in SMART Pooling, the system creates an inbound delivery with a reversed user fee.
- If there are items in ICA's business system where there is no record of sender in SMART Pooling, the system marks the item for manual processing by ICA.

What does this mean for you as a supplier to ICA?

- It will be especially important that you enter the correct information when you create transactions and send Grey Full-size Pallets to ICA. Any transactions that do not have the correct information will be automatically declined.
- If incorrect order references or consignment note numbers are stated, the system automatically generates a new inbound goods delivery with correct information. This means that a reversed user fee is charged to you as a supplier.
- Transactions must be created in SMART Pooling before the goods are received at ICA, otherwise inbound deliveries will be created with a reversed user fee.
- ICA's order reference number is the five-digit or six-digit purchase order number that you as a supplier receive from ICA when an order is placed. When both a five-digit and a six-digit purchase order number are available for the same order, in the first instance the five-digit order number is quoted as order reference.
- For deliveries of store-packed goods, a different order reference is used than the five-digit or six-digit purchase order number. If you are a store pack supplier, you will have already received a special mailing from ICA with more information.
- There will be no way to merge multiple purchase order numbers in one transaction in SMART Pooling, these need to be registered separately.
- If an order exceeds one vehicle load, the same purchase order number may be used as order reference several times.

If you have any questions or comments, please contact kundservice@retursystem.se.

If you have any questions about how the reconciliation is done, please contact lastbarare.sverige@ica.se.

If you have any questions regarding the purchase order number, please contact your contact person at ICA.

Remember

- One purchase order number from ICA
=
one transaction in SMART Pooling
- ICA's five-digit or six-digit purchase order number is the most important reference.