



SERVICE LEVEL AGREEMENT (SLA) & DELIVERY TERMS.

Coolblue
Version 2 | 01-01-2023



Coolblue Service Level Agreement & Delivery Terms.

We want to make registration and delivery at Coolblue as swift and efficient as possible. This document contains all the terms and conditions the registration and delivery of shipments from suppliers to Coolblue have to meet.

Coolblue retains the right to make changes to the Service Level Agreement & Delivery Terms at all times. The agreement and terms are an integral part of the General Purchasing Terms and Conditions Coolblue B.V.

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1. Service level targets and agreements

The table below contains the subjects of the Service Level Agreements. The service levels can be found in the separate SLA document. The SLA document is inseparable from this document. The subject definitions can be found below the table.

Example of SLA table

nr.	Subject	Range	Level	Unit of measure
1	Lead Time Purchase Order	Max		in days
2	Cut-off time order handling	Before		hh:mm
3	Expected On Time in Full	Min		%
4	Operational On-Time*	Min		%
5	Order-handling days	On		days of week
6	Delivery days	On		days of week
7	No-order-handling days holiday	On		National Holiday Countries
8	No-delivery days holiday	On		National Holiday Countries
9	Specific no-order-handling days	On		dd/mm
10	Damaged deliveries*	Max		%
11	Deliveries with unknown barcode*	Max		%
12	Too many delivered*	Max		%
13	No or non-scannable barcode*	Max		%
14	Availability (Regular Replenishment)	Min		%
15	Pallet quantity and carton quantity known	Min		%

* Upon exceeding the minimum or maximum stated with subjects marked with an asterisk (*), compensation will have to be paid. For more information about the compensation, see article, 'Compensation'.

Definitions.

1. Lead Time Purchase Order

The number of work days between the placing of the order with the supplier and the registration of the first Purchase Delivery of the Purchase Order at the warehouse. This lead time only applies to orders Coolblue wants to receive as soon as possible (regular replenishment orders). The number of days of lead time is defined as all days on which delivery is possible.

2. Cut-off time order handling

An order received by the supplier before this time will be processed that same day.

3. Expected On Time in full

The amount of Purchase Order Lines that are both on time and complete. Delivery on the Expected Delivery date is On Time. When the complete orderline is delivered, then the delivery is also In Full.

4. Operational on time

How often the supplier/transport service is on time for their inbound delivery, in percentages. Up to 45 minutes before the start of the agreed time slot is considered on time. More than 45 minutes early is considered too early and is undesired. Arrival later than the timeslot ends is too late. Note: A container shipment is too late when the arrival is later than the start of the time slot.

5. Order-handling days

Week days on which the supplier processes orders.

- 6. Delivery days**
Week days on which the supplier can deliver orders to Coolblue.
- 7. No-order-handling days holiday**
On national holidays in these countries, no orders will be processed by the supplier.
- 8. No-delivery days holiday**
On national holidays in these countries, no orders will be delivered by the supplier/transport service.
- 9. Specific no-order-handling days**
On these specific days, no order handling will take place.
- 10. Damaged deliveries****
Maximum percentage of purchase delivery lines with a damaged product.
- 11. Unknown barcode****
Maximum percentage of purchase delivery lines with unknown barcodes. Barcode is not correct or not linked to a Product ID in the Coolblue system.
- 12. Too many delivered****
Maximum percentage of purchase delivery lines with too many products delivered. In this case, more products have been delivered than stated in product orders.
- 13. Missing/unscannable barcode****
Maximum percentage of purchase delivery lines without barcode or an unscannable barcode on the product.
- 14. Availability (Regular Replenishment)**
Minimum available percentage of the communicated stock of the supplier for regular replenishment at the moment a purchase order line is placed with the supplier.
- 15. Pallet quantity and carton quantity known**
Minimum percentage of the number of pieces on a pallet and the number of pieces in a package and having passed this information on to Coolblue.

** Problems marked with a double asterisk (**) will be marked as Delivery Conflict when reporting.

2. Delivery of products & service.

Coolblue distinguishes between 2 types of shipment for products and services:

- Regular, based on an order placed by Coolblue
- Returns

2.1 Regular shipment

For regular shipments, Coolblue uses 4 different flows of goods with 4 different delivery addresses:

- | | |
|----------------------------|-----------------------------------|
| • Tilburg Parcel Autostore | Asteriastraat 4A, 5047 RM Tilburg |
| • Tilburg Parcel Large | Asteriastraat 4C, 5047 RM Tilburg |
| • Tilburg XL | Asteriastraat 4D, 5047 RM Tilburg |
| • Tilburg Witgoed | Asteriastraat 4E, 5047 RM Tilburg |

The flow of goods and the delivery address are indicated on the registration.

2.2 Return shipments

For the return flow, delivery takes place on one of the following addresses:

- | | |
|---------------------------|-----------------------------------|
| • Tilburg Parcel RMA: | Asteriastraat 4B, 5047 RM Tilburg |
| • Tilburg XL/Witgoed RMA: | Asteriastraat 4E, 5047 RM Tilburg |

If delivery is intended for our return flow (RMA), the supplier will clearly state on the package and pallet:

“attn RMA or attn Retouren Coolblue”

3. Regular shipment registration

The supplier registers regular shipments as soon as possible, but no later than 1 day before the delivery date, at 14:00. Container shipments are also registered as soon as possible, but no later than 2 weeks before the delivery date.

Registration can be done via an automated despatch advice, see annex EDI Requirements. If automated registration is not yet possible: register via the inbound email address: tilburginboundplanning@coolblue.nl Every shipment has to be registered separately per flow of goods and per truck. With the non automated registration, the supplier will at least provide the following per flow of goods:

- Packing slip/dispatch advice
- Coolblue flow of goods or delivery address
- Per order line:
 - Coolblue order number
 - Manufacturer code and/or Coolblue product number
 - Number of pieces to be delivered
- (Desired) delivery date
- (Desired) time slot
- Name of the transport service used
- Total number of pieces to be delivered
- Total number of order lines to be delivered
- Number of pallets to be delivered
- Number of packages to be delivered
- Deviations from the Delivery Terms that have been agreed upon with Coolblue

In case of container shipment, the following information is required:

- Container number
- The gas measurement is arranged by Coolblue, unless agreed otherwise. The costs of the gas measurement are to be paid by the supplier.

See Annex 1 for the Coolblue registration form that has to be used for the non automated registration of the shipment.

After registration, the supplier receives a confirmation of registration with an unloading reference via email in PDF. This confirmation of registration also serves as proof of admission to the Coolblue terrain. The driver shows this document at the porter's lodge before delivery of the shipment.

Unless Coolblue determines otherwise, the supplier is obliged to deliver products and/or services on the indicated date and within the indicated time slot. In principle, deliveries outside the indicated time slot are not accepted. Note: In case of a container delivery the container has to be delivered before the start of the timeslot. A delivery can take up to 60 minutes, which is why the end time of the unloading can be up to 60 minutes past the end time of the time slot. The supplier has no right to charge Coolblue for any delivery and/or transport costs, or waiting time. If it seems that the shipment will be late, the supplier is requested to contact Inbound Planning by phone to discuss a possible rescheduling of the delivery. Their contact details can be found under article 5, 'Delivery Inspection'.

Note: The supplier is responsible for delivering the complete delivery of the number of products on the requested date, as indicated in the purchase order. In case of a discrepancy between the agreed delivery date/number of products and the actual delivery date/number of products, Coolblue retains the right at all times to refuse the complete shipment and/or to make charges.

In case of partial shipment and/or subsequent delivery, the registration has to contain the actual numbers to be delivered and shipment information, rather than the numbers Coolblue originally ordered. In case of a discrepancy between the registration and the shipment, Coolblue retains the right at all times to refuse the complete shipment and/or to make charges. For more information, see the article 6, 'Compensation'.

3.1 Parcel service registration

If a shipment is sent via parcel service, a delivery date has to be discussed beforehand via tilburginboundplanning@coolblue.nl. Once Coolblue and the supplier have agreed on a date, the shipment can be sent.

4. Delivery.

4.1 General delivery

Coolblue retains the right to refuse shipments that have not been registered. In addition, it is important that shipments to Coolblue meet the following conditions:

- The confirmation of registration/PDF, as mentioned in article 3, has to be used as proof of admission to the Coolblue terrain.
- The driver should always be able to provide proof of identity. The driver reports at the Coolblue porter's lodge with the confirmation of registration/PDF. After this has been checked, a dock will be appointed to the driver.
- In case of shipments with multiple flows of goods in a single trailer (e.g. pallet shipment and clampable white goods), the supplier will make sure that the shipments are sorted in a way that allows for quick and efficient unloading of the trailer. This means that the trailer can be unloaded in the order Parcel (4A/4C), XL (4D), and

White goods (4E). If the shipment is not ordered as such, Coolblue is allowed to refuse the entire shipment/trailer.

- Every shipment contains a packing slip. This packing slip is either in possession of the driver or can be found on the first shipment to be unloaded. The numbers on the packing slip have to match the actual numbers of delivered products.
- Coolblue only signs for the receipt of the number of pallets delivered, never for the number of product lines on a packing slip.
- All products have an EAN sticker on a clearly visible location.
- Coolblue only accepts undamaged packaging, pallets, and products with a packing slip per package. Damaged packaging and/or products identified upon arrival will be refused by Coolblue and have to be credited by the supplier. If this is not possible, Coolblue will be allowed to refuse the entire shipment. Any complaints regarding the content or state of the products, or damages and/or shortages will be made known to the supplier within the reasonable term of 10 working days via email. The supplier will always provide Coolblue with a credit note for this.
- The acceptance of the delivered products will only take place after a complete check by the Coolblue department of incoming goods and after express notice of this acceptance to the supplier. Normally, this check won't take place at the moment of delivery. The reception of the goods by Coolblue can't be regarded as an acceptance. Coolblue aims to notify the supplier of any damages or delivery differences the next working day. Coolblue still holds the right to notify the supplier of a defect of a product or a delivery difference within a reasonable timeframe, in principle ten (10) working days.
- If multiple packages are delivered, every single package has to be numbered (Package 1 of 3, Package 2 of 3, Package 3 of 3).
- In case of the delivery of sets, the product's separate components have to be bundled and marked with stickers saying '1 of 2', '2 of 2', and so on. The product has a single EAN.
- Containers that have not been registered as such will be refused by Coolblue.
- It should always be possible to unload a shipment from a loading dock at height, by using a tailgate.
- The delivery of goods is always done in the most sustainable manner. Use as little packaging as necessary.
- Boxes on pallets won't be accepted in case of fewer than 5 products per 1 box. When there are fewer than 5 products in 1 box, the delivery can be declined. This decline can come with costs. See the chapter Compensations. In some exceptions, the supplier and Coolblue can agree on sustainable and eco-friendly alternatives for the transparent seal.
- Coolblue provides the supplier with a CX number (Coolblue number) for every delivery. The supplier is required to note the CX number with every delivery. Coolblue always holds the right to decline deliveries without a CX number. Any costs of this decline will fall on the supplier.

Coolblue retains the right to refuse a shipment in case of an unsafe situation regarding the unloading of the trailer due to aging, overdue maintenance, damage, poor accessibility of the trailer, and so on.

Coolblue retains the right to refuse shipments that do not take place according to the conditions described in this document and/or to charge the supplier for this. Any costs incurred as a result of a refusal are at the supplier's risk and expense. See article 6, 'Compensation' for more information.

4.2 Parcel flow of goods (delivery address 4A/4C)

Coolblue distinguishes between 2 flows in the parcel flow of goods: parcel delivery and pallet delivery.

Parcel delivery

If the supplier delivers shipments via a parcel service, the shipments have to meet the following conditions:

- Shipments from the same supplier with more than 5 parcels cannot be delivered via parcel service. Suppliers are not allowed to deliver via parcel shipment more than once a week. Such shipments are to be delivered per pallet. (See 'Pallet delivery' below).
- Every parcel has a packing slip that is clearly visible on the outside of the parcel.

Pallet delivery

If the supplier delivers shipments per pallet, the shipments have to meet the following conditions:

- Shipments are delivered on a EURO pallet (Epal standard 80 x 120cm). Coolblue retains the right to refuse products if they are not delivered on a EURO pallet, unless this has been agreed upon with Coolblue.
- The pallet load is sealed with a transparent seal. It is possible that a shipment will be refused if no transparent seal was used. Costs may be associated with such refusal. For more information, see article 6, 'Compensation'. In some exceptions, the supplier and Coolblue can agree on sustainable and eco-friendly alternatives for the transparent seal.
- The load is fixed to the bottom of the pallet with the seal, causing the load to be stable and unable to swerve. Seal requires to be around all the four corners.
- The maximum height of a pallet is 2.2 meters. The maximum load of a pallet is 475 kilograms. Overhanging products outside the pallet margins are not allowed.
- All EAN codes are directed outwards, meaning that they are visible on the outside.

- In the case of a mixed pallet (meaning more than 1 SKU on the pallet), the pallet has a sticker that is clearly visible and reads 'Mixed Pallet'.
- All delivered EURO pallets are immediately returned by Coolblue. As such, Coolblue does not accept invoices for pallet credit.
- Products have to be delivered consolidated. This means that a single SKU cannot be spread across multiple pallets, if this would have fit on a single pallet.

4.3 XL flow of goods (delivery address 4D)

For the XL flow of goods, Coolblue receives pallet deliveries only. XL goods cannot be delivered via parcel delivery.

If the supplier delivers shipments to XL, these shipments have to meet the conditions stated under 'Pallet delivery' and the following additional conditions:

- Shipments are delivered on a EURO pallet (Epal standard 80 x 120cm). This does not apply to products that do not fit on a EURO pallet. If a shipment contains products that do not fit on a EURO pallet, Coolblue has to be notified beforehand. These products are delivered on a fitting high-quality pallet, on which the product will not protrude.
- Products that take up an entire side of a pallet (such as TVs) all have their EAN codes on the same side of the pallet.
- The pallet load is sealed with a transparent seal. It is possible that a shipment will be refused if no transparent seal was used. Costs may be associated with such refusal. For more information, see article 6, 'Compensation'. In some exceptions, the supplier and Coolblue can agree on sustainable and eco-friendly alternatives for the transparent seal.
- The load is fixed to the bottom of the pallet with the seal, causing the load to be stable and unable to swerve. Seal requires to be around all the four corners.
- The maximum height of a pallet is 2.2 meters. The maximum load of a pallet is 475 kilograms. Overhanging products outside the pallet margins are not allowed.
- All delivered EURO pallets are immediately returned by Coolblue. As such, Coolblue does not accept invoices for pallet credit.

4.4 Clampable white goods delivery (delivery address 4E)

If the supplier delivers shipments of clampable white goods, these shipments have to meet the following conditions:

- Clampable white goods are never delivered on pallets.
- Clampable white goods have a free orientation in the trailer, but always in such a way that the clampable side is directed to the trailer door. In case the product can only be clamped at the backside of the product, then the product needs to be directed with the back side to the trailer door.
- In case multiple pieces of the product(s) are delivered, they are sorted and placed next to each other in stacks with a maximum width of 2.45 meters.
- If the shipment contains various product types next to each other that cannot be clamped together at once, a gap of 15 centimeters is left between the products. The gap between product/stack and trailer on both sides is at least 15 centimeters.
- No other products are stacked on products higher than 1.5 meters.
- Products with a height under 1.5 meters can be stacked for delivery. The products stacked on top cannot be wider than the products underneath.
- The gap between the trailer roof and the topmost product is at least 25 centimeters.
- The first row on the side of the trailer doors cannot be stacked higher than 2 items and cannot be higher than 2.1 meters
- Products have to be delivered detached and cannot be sealed together.

4.5 Direct container shipment delivery

If the supplier delivers shipments through direct container shipment, the shipments have to meet the following conditions:

- Register the shipment in accordance with the conditions stated in article 2, 'Registration'.
- Inform Inbound Planning of as soon as possible, but no later than 48 hours before the confirmed time slot for delivery, in case of rescheduling or cancelation of the delivery.
- Coolblue retains the right to recover any costs from the supplier that result from late cancelation, including loss of warehouse capacity, loss of turnover, and so on. More information can be found in article 6, 'Compensation'.
- In case of degasification of the container, Coolblue retains the right to recover the additional costs from the supplier. Any resulting additional costs at the supplier's expense cannot be recovered from Coolblue.
- Coolblue cannot be held responsible for any possible follow-up costs as a result of a late registration of container shipments, including demurrage, detention, and storage costs.

- Load the container according to the 'snakeloading' principle. Load a container with multiple SKUs in such a way that unique SKUs follow each other up and unloading can be done per SKU.
- Containers destined for Coolblue cannot contain products that are not destined for Coolblue, such as spare parts that are destined for the supplier. Coolblue cannot be held responsible for damage to or loss of such products

5. Delivery inspection.

We subject every shipment to an inspection based on the criteria mentioned in this document. Questions about the Delivery Terms and about the refusal/warning/compensation can be directed to Inbound Planning. They can be contacted using the following details:

Planning Parcel/XL: 010-3104642
Planning Witgoed: 010-7421769
Asteriastraat 4 • 5047 RM • Tilburg
Email: tilburginboundplanning@coolblue.nl

6. Compensation.

This chapter contains the information about compensation. Compensation is paid because costs are incurred when agreements are not lived up to.

6.1 No-show

If a supplier does not appear during the time slot reserved for the delivery of a shipment, this is regarded as a no-show. Because costs are incurred based on the reserved capacity, Coolblue will charge the supplier for compensation. For the first 3 no-shows, we send a warning via email. As of the 4th no-show, we invoice a compensation worth 2.5% of the shipment's value, with a minimum of € 375. A container shipment that was not canceled on time as described in article 4.5 is also considered a no-show as defined in this article. In terms of no-shows, we only look back as far as 1 year. This means that a no-show older than 1 year is expired by limitation.

6.2 Refusal based on not complying with Delivery Terms

If a shipment does not comply with the Delivery Terms, we are allowed to refuse the shipment in its entirety. Because there are costs associated with the reserved capacity, Coolblue will charge the supplier for the damages. For the first 3 refusals, we send a warning via email. As of the 4th refusal, we invoice a compensation worth 2.5% of the shipment's value, with a minimum of € 375. In terms of refusals, we only look back as far as 1 year. This means that a refusal older than 1 year is expired by limitation.

6.3 Exceeding the Delivery Conflict maximum percentage

In case of a Conflicting Purchase Delivery Line (Delivery Conflict), costs are associated with the resolution. If the agreed maximum for a Delivery Conflict subject is exceeded, we invoice a fixed compensation of € 150 and an additional variable compensation of € 15 per Delivery Conflict maximum percentage exceeding incident. This compensation is for 6 months and is invoiced once per 6 or 12 months. The compensation is applied separately to the following Delivery Conflict subjects: Damaged, Unknown Barcode, Too Many Delivered, and Missing/Unscannable Barcode. Delivery Conflicts older than one year are expired by limitation and are not included in the calculation.

6.4 Failure to reach the operational on-time target

By failing to reach the operational on-time target, the processes for incoming goods are disrupted. This means we cannot make full use of our capacity and that we make people less happy. This is not what we want. If the target is not reached, we are allowed to invoice a compensation of € 750 per 6 months. This compensation is invoiced once per 6 or 12 months.

7. EDI Ordering.

EDI stands for Electronic Data Interchange and is used to automate order processes. Coolblue works with two EDI partners, Onetrail and Tradeplace to:

- Receive product information [pricing and availability]
- Send the order
- Receive the order confirmation
- Receive the despatch advice [Onetrail only]
- Receive the invoice [Onetrail only]

It is required to connect via either Onetrail or Tradeplace and to comply with the requirements set by Coolblue [Annex 2. EDI requirements]. If you are unable to receive or send EDI messages, Onetrail offers a web based portal which supports all of Coolblue's requirements. For information or advice about how to connect please contact edi@coolblue.nl.

8. Serial number per product.

Whitegoods and XL products need to have a visually present serial number that complies to the requirements below:

- Every Whitegood en XL product is provided with a visible serial number on the outside of the product which corresponds with the serial number on the packed product
- The serial number exist of two components:
 - subscribed serialnumber
 - barcode which corresponds with the serial number
- This serial number is placed / put on the same side as the product information and is as close to this as possible
- The serial number is easy to distinguish from the other product information. The sticker with the serial number is marked with S/N
- The size of this serial number is the same as the barcode of the product
- The amount of characters of which the serial number per productID consists of is communicated to the supply planner before the first delivery of the product. Example: ProductID: 123 has a Serial Number of 9 characters.

Annex 2. EDI requirements.

Below the requirements per EDI partner are listed. Please note that the Despatch advice and Invoice messages are currently only received via Onetrail.

Annex 2.1 Onetrail EDI requirements.

PRODUCT DATA

- Product data shared via Onetrail needs to be up to date, either manually via the Onetrail portal, or automated.
- The expected frequency is set by Coolblue. An automated connection is expected to update at least daily. If data is shared via the Onetrail portal, the standard minimum expected frequency is set at 31 days, unless otherwise discussed.
- All items shared with Onetrail must contain the correct item codes, especially the EAN code and manufacture code are important for creating and sending orders without mismatches.
- All items that Coolblue may purchase are listed in the file shared with Onetrail.
- All items that Coolblue may purchase must contain a valid price and stock level.

ORDER

- Orders will be sent to the supplier ERP or be shown in the Onetrail portal. Supplier is responsible for registration in their system.

ORDER CONFIRMATION

- Orders need to be confirmed within 4 business hours via an automated Order confirmation message or manually in the Onetrail portal.
- Any change in price or delivery date needs to be communicated in an order confirmation (ORDRSP).
- The date that is confirmed in the order confirmation may never be a date in the past. When the confirmed date expires this date needs to be updated.
- Coolblue may request a new delivery date for a running order via email. In these cases the newly requested delivery date is used as the new expected delivery date. The supplier may communicate an alternative delivery date via an automated order confirmation or change the date via the Onetrail portal.
- In the Order confirmation the original purchase order line is always communicated. Any quantity confirmed without the original purchase order line will be considered cancelled
- All quantities ordered need to be communicated in the order confirmation message, even if there are cancelled quantities. Omission of quantities is not allowed.
- If there are lines 'on hold' or confirmed with an Unknown date (confirmed date: 04/04/2044), these lines need to be updated before they can be shipped.
- For every 'Delete' and 'On-hold' status in the order response message, a remark must be added on header or line level respectively.
- If the Order confirmation is sent automatically the supplier needs to be able to support the scenarios below: Onetrail will verify whether the supplier complies with these scenarios before we can go live.

Scenario 1: Order confirmed without changes

- The Seller accepts the purchase order with exactly the same prices, quantities and requested delivery dates as requested.

Scenario 2: Order confirmed with changes

- The Seller accepts the purchase order with either changes in prices (2.1) and/or requested delivery dates (2.2) as requested.

- **2.1** Accept the purchase order with a deviating price

- **2.2** Accept the purchase order with a deviating delivery date. Test both known and unknown delivery date responses.

- If there is a change in the requested quantities, please use Scenario 8: Order-Line is split instead.

Scenario 3: Order on-hold

- There is a blockage on the complete order, this can occur when there are financial, sales, stock or other technical issues with the purchase order which prevents physical delivery of the products. This excludes normal 'expired delivery dates', because that is Scenario 2.

Scenario 4: Order-line on-hold

- There is a blockage on one or more Order-Lines, this can occur when there are financial, sales, stock or other technical issues with the purchase order. This scenario is not to be used for expired delivery dates, unknown delivery dates or price deviations.

Scenario 5: Order deleted

- Purchase order is cancelled by either Seller or Buyer.

Scenario 6: Order-line(s) Deleted

- One or more Order-Lines have been cancelled by either Seller or Buyer.

Scenario 7: Order-line is added

- Seller adds a new Order-line on request of the Buyer or because of a change by either Seller or Buyer.

Scenario 8: Order-line is split

- When the Order will be partially delivered, the quantity which is available for delivery will be shipped when requested, the quantity which is not available will be either put in back-order (8.1), blocked (8.2), or cancelled (8.3).

- **8.1** (A) Accept the purchase order with a split-order line backorder response with either known and/or unknown delivery dates.

(B) Also confirm in an update response that the on-stock order line is partially shipped and the other order line is still partially back-ordered.

- **8.2** Accept the purchase order with a split-order line on-hold/blocked response with unknown delivery date.

- **8.3** Accept the purchase order with a split-order line delete response with unknown delivery date.

DESPATCH ADVICE

- Suppliers will send the Despatch Advice (DESADV) before 14.00 if a delivery slot for the next day is desired
- Suppliers ought to send available product Serial Numbers in the Despatch Advice (DESADV) messages.
- The supplier is expected to communicate the date and time slot that suits the supplier best. The requested date for a delivery slot must be at least 1 day in the future, unless there are specific agreements to support this way of working. Coolblue will confirm the allocated time slot via email. It goes without saying that the requested time slot will be taken into account.
- A shipment id/DESADV number is to be used for goods the supplier wishes to deliver at 1 inbound location at 1 moment.
- If supplier uses a shipment id for multiple DESADV messages then the 'requested slot' must be the same
- 1 shipment id and 1 generation date on multiple messages cannot have a deviating ship date
- Deliveries that are communicated via DESADV should no longer be communicated via email to tilburginboundplanning@coolblue.nl. If the supplier encounters a non-EDI order that it cannot communicate via DESADV, then it is OK to communicate via email
- Available serial numbers ought to be communicated in the DESADV message
- Make sure the correct email address on which our inbound team can contact the supplier is communicated via the DESADV message
- If the supplier is unable to make the confirmed delivery slot, then it is to contact tilburginboundplanning@coolblue.nl to reschedule (Phone: Planning Parcel/XL: 010-3104642 / Planning Witgoed: 010-7421769)
- Coolblue's requirements for the Despatch Advice are broadened. In case suppliers are not able to meet the extra requirements in the Despatch Advice message, then the Onetrail standard Despatch Advice message will be accepted as well.

INVOICE

Regarding invoices, Coolblue has the following business requirements:

- Invoices cannot be sent before the goods are received by Coolblue.
- Only invoices can be sent via EDI. Credits and Service invoices (repairs) can be processed via PDF.
- Each invoice can only contain information for a single PO.

The invoice message must comply with both the Onetrail standard and the following Coolblue requirements:

- The Buyer (=Coolblue) street and city name are communicated: Weena 664, Rotterdam.
- The Seller street and city name are communicated.
- The Coolblue order reference (CX..) is communicated on both header and on line level.
- The Total VAT amount is communicated on header level.
- The total amount excluding VAT is communicated on both header and on line level.
- The VAT registration number is communicated.
- Each VAT rate is communicated on header level (VAT1; VAT2).
- The VAT amount is communicated on line level.
- The VAT rate is communicated on line level.
- The Manufacturer code for the item is communicated on line level.
- An item description is communicated on line level.
- The unit price is communicated on line level, including discounts, levies and charges. The sum of this unit price times the quantity on the line is to be equal to the total line amount
- Rounding on header may not result in a deviation of >1 cent from the combinations of totals on line level
- If the supplier has received a non-EDI order then the invoice may be submitted via EDI. If the supplier is not able to submit the invoice via EDI then the invoice can be submitted via email to: invoice@coolblue.nl. Please make sure that the term *non-EDI* (not case sensitive) is mentioned in either the subject of the email or in the PDF.

Annex 2.2 Tradeplace EDI requirements.

To exchange EDI messages with Coolblue via Tradeplace the following needs to be supported.



PRODUCT DATA

For sharing information about pricing and availability the following message types are supported:

- Product availability
- Product price

ORDER PLACEMENT AND CONFIRMATION

To receive and confirm orders the following message types are supported:

- Order Placement Request/Reply
- Push Order Confirmation

Please note that some exceptions are applicable to communicate certain scenarios. These scenarios will be tested with the Coolblue team before the connection is moved to production. Below is a table of the standard scenarios that will be tested before go-live. When the supplier chooses a set-up via Tradeplace all the above message types are required.

Scenario	Scenario Example	Remarks
Normal Confirmation	10 pieces are ordered. All 10 are confirmed with the same delivery date and price	-
Price mismatch	15 pieces are ordered. All 15 are confirmed with the same delivery date but a different price	-
All cancelled	20 pieces are ordered. All 20 are canceled (it's EOL product, and you have none of them in stock)	Coolblue expects an error on the line or the line to be omitted from the purchase order placement reply all together.
Different delivery date	25 pieces are ordered. All 25 are confirmed with the same price but a different delivery date	Coolblue expects a confirmation for all pieces with a different delivery date than the requested date.
Unknown Delivery Date	30 pieces are ordered. All 30 are confirmed with the same price, but the delivery date is unknown (you don't have items in stock, you will get them, but you don't know when)	To indicate that all 30 pieces have an unknown delivery date, your confirmation quantity should be 0. That way all 30 items will have an unknown delivery date.
Partially Cancelled	35 pieces are ordered. 20 are confirmed with the same delivery date and price, and 15 are canceled (it's EOL product, and you have only 20 of them on stock)	For a partial cancellation you need to split the line into separate lines. So, for this scenario Coolblue expects the line to be split into one line with a confirmed quantity of 20 and a second line with the remaining quantity (15 items) with an error on that line. Because a line with an error will indicate that all the items for that line (15 in case of this split line) are cancelled.
Partially Different Delivery Date	40 pieces are ordered. 30 items are confirmed with the same delivery date and price, and 10 items are confirmed with the same price but a different delivery date	Coolblue expects a part of the items to have a different confirmation schedule for a different date.
Partially Unknown	45 pieces are ordered. 30 items are confirmed with the same delivery date and price, and 15 items are confirmed with the same price, but the delivery date is unknown	If you confirm a part of the ordered quantity (30 of the 45 ordered quantity), the remaining quantity that you did not confirm will get an unknown delivery date.

DESPATCH ADVICE AND INVOICE

Coolblue is currently investigating the possibilities to receive the Despatch Advice and Invoice messages via Tradeplace. As soon as there is clarity about the requirements, these will be shared with the supplier.



Annex 3. Service Level Agreement.



SERVICE LEVEL AGREEMENT.

Coolblue
Version 2 | 01-01-2022

1. Service level targets and agreements

The table below contains the subjects of the Service Level Agreements (SLA) with the corresponding levels. This SLA document is part of the Service Level Agreement & Delivery Terms document. The subject definitions can be found below the table.

nr.	Subject	Range	Level	Unit of measure
1	Lead Time Purchase Order	Max	2	in days
2	Cut-off time order handling	Before	13:30	hh:mm
3	Expected On Time in Full	Min	95	%
4	Operational On-Time*	Min	95	%
5	Order-handling days	On	mo/tu/we/th/fr	days of week
6	Delivery days	On	mo/tu/we/th/fr	days of week
7	No-order-handling days holiday	On	n/a	National Holiday Countries
8	No-delivery days holiday	On	n/a	National Holiday Countries
9	Specific no-order-handling days	On	n/a	dd/mm
10	Damaged deliveries*	Max	0,1	%
11	Deliveries with unknown barcode*	Max	0,1	%
12	Too many delivered*	Max	0,05	%
13	No or non-scannable barcode*	Max	0,1	%
14	Availability (Regular Replenishment)	Min	95	%
15	Pallet quantity and carton quantity known	Min	100	%

* Upon exceeding the minimum or maximum stated with subjects marked with an asterisk (*), compensation will have to be paid. For more information about the compensation, see article, 'Compensation' in Service Level Agreement & Delivery Terms.

Definitions

1. Lead Time Purchase Order

The number of work days between the placing of the order with the supplier and the registration of the first Purchase Delivery of the Purchase Order at the warehouse. This lead time only applies to orders Coolblue wants to receive as soon as possible (regular replenishment orders). The number of days of lead time is defined as all days on which delivery is possible.

2. Cut-off time order handling

An order received by the supplier before this time will be processed that same day.

3. On Time in full

The amount of Purchase Order Lines that are both on time and complete. Delivery on the Expected Delivery date is On Time. When the complete orderline is delivered, then the delivery is also In Full.

4. Operational on time

How often the supplier/transport service is on time for their inbound delivery, in percentages. Up to 45 minutes before the start of the agreed time slot is considered on time. More than 45 minutes early is considered too early and is undesired. Arrival later than the timeslot ends is too late. Note: A container shipment is too late when the arrival is later than the start of the time slot.

5. Order-handling days

Week days on which the supplier processes orders.

6. Delivery days

Week days on which the supplier can deliver orders to Coolblue.

- 7. No-order-handling days holiday**
On national holidays in these countries, no orders will be processed by the supplier.
- 8. No-delivery days holiday**
On national holidays in these countries, no orders will be delivered by the supplier/transport service.
- 9. Specific no-order-handling days**
On these specific days, no order handling will take place.
- 10. Damaged deliveries****
Maximum percentage of purchase delivery lines with a damaged product.
- 11. Unknown barcode****
Maximum percentage of purchase delivery lines with unknown barcodes. Barcode is not correct or not linked to a Product ID in the Coolblue system.
- 12. Too many delivered****
Maximum percentage of purchase delivery lines with too many products delivered. In this case, more products have been delivered than stated in product orders.
- 13. Missing/unscannable barcode****
Maximum percentage of purchase delivery lines without barcode or an unscannable barcode on the product.
- 14. Availability (Regular Replenishment)**
Minimum available percentage of the communicated stock of the supplier for regular replenishment at the moment a purchase order line is placed with the supplier.
- 15. Pallet quantity and carton quantity known**
Minimum percentage of the number of pieces on a pallet and the number of pieces in a package of all products and having passed this information on to Coolblue.

** Problems marked with a double asterisk (**) will be marked as Delivery Conflicts.