

**UR
BN**

Retail Ready Services
Advanced Supply Chain Group
(ASCG)
Welcome Pack

Advanced Supply Chain Group

July 2025

www.advancedsupplychain.com

All information within this document is provided in the strictest confidence.

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Dear URBN Supplier

As a supplier to URBN you will be aware that Retail Ready Service will be operated by Advanced Supply Chain Group Ltd (ASCG), ensuring Goods are compliant with the Fulfilment Centre's labelling, packaging, and delivery requirements.

This service is operated out of our Corby location and Goods are then consolidated for onward delivery to URBN's Fulfilment Centre.

ASCG Corby Location:

Advanced Supply Chain Group

Hunters Point

Brakey Road

Corby

NN17 5JE

Operating Hours – Monday to Friday, 6am – 10pm.

In the event there is an issue with your delivery, our query management process will be initiated, see compliance below.

Welcome on Board

This Welcome Pack is designed to provide you with key information necessary for the onboarding of our Pre-Retail Service Provision.

ASCG Account Management team can be contacted via
customersupport@advancedsupplychain.com

Contents of this pack include:

- ▶ Credit Application Form
- ▶ Delivery Process Information
- ▶ Site Rules for Driver Assistance
- ▶ Retail Ready Rate Card

Account Set Up

The below form for completion will provide us with key information necessary for a smooth transition to ASCG.

- ▶ Address & Contacts Form – to provide contact details for ASCG in the event of queries

Please can you complete and return the form to URBN.NCS@advancedsupplychain.com



ASCG NCS Credit
Account Application 1

Once you have completed and returned the relevant form, we can open your account and provide you with the Online Booking Portal Guide, Username and Password. We will also provide training for the portal at a mutually agreed time.

Please be assured we will support you during the onboarding process.

Go Live

As soon as we issue your Booking Portal username and your User Guide, you will be able to create a booking request via the Online Booking Portal, and we will be able to commence receiving your delivery for URBN into ASCG.

Advanced Supply Chain Group – Making a Delivery into ASCG

Booking Process

To arrange a delivery for URBN via ASCG, (Corby), you must make an online booking request via the ASCG Online Portal. All required fields must be completed for a valid booking, this includes URBN's Purchase Order number, carton quantity and number of pallets (if palletised). This will then be reviewed by ASCG, and a booking slot will be allocated. Deliveries will be accepted between 6am to 8pm.

You will receive an automated email notification once the booking has been confirmed by ASCG, this will contain a unique Delivery reference number.

The ASCG Booking Portal will allow you to amend the requested delivery date to an alternative date no later than 11:00am the day prior to the confirmed delivery.

The Portal also accepts amendments to the quantities and type of delivery e.g. carton/pallet. Any amendment must be made no later than 11:00am the day prior to the confirmed delivery.

If the requested Booking date/time cannot be accommodated, we will contact you directly to agree an alternative.

If the confirmed collection date and/or any other details change and you cannot amend the Online Portal by 11:00am the day prior to delivery, you will need to contact ASCG via email to

URBN.NCS@advancedsupplychain.com

ASCG Delivery Requirements

Deliveries must be made in accordance with the confirmed delivery date and time.

All orders must be clearly labelled on the cartons and pallets with URBN and the PO number, this will allow ASCG to check your order and number of cartons against your booking.

Any stock which cannot be identified as a booked order or arrives damaged will be rejected and not received in for processing.

All delivery cartons must be labelled with contact ID, PO number and carton numbered, and where possible, POs kept in full together on the same pallet.

ASCG will ensure your stock is fully compliant for delivery to URBN.

ASCG will allow a 30mins window for arrival time, if the delivery arrives after this period, it will be at the discretion of ASCG to unload. It may be necessary for the driver to wait until the next available timeslot for unloading.

On arrival at ASCG, the driver must report to the security gatehouse and inform the supplier's name and booking reference to be allowed access to the site. The security gatehouse will advise the driver which unloading bay to park up on and unload. Site rules will be provided to the driver on arrival and have been included in this pack.

Please  below site rules:

ASC HP Site Rules

Cancellations, Failed and Late Deliveries

To cancel a booking please use the online booking portal, bookings must be cancelled by 11:00am the day prior to delivery. If you need to cancel after this time, please contact ASCG by via email

URBN.NCS@advancedsupplychain.com.

Failed bookings will need to be rebooked by submitting a new request via the Online Portal.

URBN Delivery Compliance

In the event we discover an issue with your Goods (e.g. unexpected or damaged Goods, quantity variances) then our Query Management process will be initiated.

The query will be communicated to the supplier and URBN for resolution via Vector. This update in Vector will prompt both the supplier and URBN to review and address the issue (flag in system and email notification).

Dependent on the nature of the issue, either supplier or URBN will be responsible for closing the issue within an agreed SLA, e.g. 5 working days.

Goods are only received by URBN once they are delivered to their Fulfilment Centre.

You must ensure that Goods are covered under your insurance up to the point of delivery up to the point of delivery to URBN's Fulfilment Centres.

If you have any questions at this stage, please do not hesitate to contact the Account Management at ASCG, URBN.NCS@advancedsupplychain.com

URBN Retail Ready Supplier Rate Card

URBN Retail Ready Rate Card

ASC Collect and Deliver

		URBN Standard Rates		URBN Premium Rates	
		Mon - Wed		Thu/Fri	
		Rate	Minimum	Rate	Minimum
Cartons	1 - 10 ctns	£5.89	£23.56	£6.03	£43.84
	11 - 200 ctns	£4.72	£23.56	£4.82	£43.84
	200+ ctns	£4.38	£23.56	£4.48	£43.84
		Maximum of £886.15		Maximum of £973.86	
Pallets	1 - 5 Pallets	£71.53	£71.53	£78.70	£78.70
	6 - 10 Pallets	£67.33	£71.53	£74.00	£78.70
	11+ Pallets	£67.33	£71.53	£74.00	£78.70
		Maximum of £822.64		Maximum of £904.30	
Hanging	Coats	£0.69	£21.36	£0.76	£23.50
	Jackets	£0.54	£21.36	£0.58	£23.50
	Dresses	£0.30	£21.36	£0.33	£23.50
	Seperates	£0.24	£21.36	£0.25	£23.50

Delivered in ASC Hub - European Only

		URBN Standard Rates		URBN Premium Rates	
		Mon - Wed		Thu/Fri	
		Rate	Minimum	Rate	Minimum
Cartons	1 - 10 ctns	£4.12	£16.82	£4.54	£18.52
	11 - 200 ctns	£3.30	£16.82	£3.64	£18.52
	200+ ctns	£3.06	£16.82	£3.36	£18.52
		Maximum of £395.44		Maximum of £434.76	
Pallets	1 - 5 Pallets	£52.18	£52.18	£59.54	£57.39
	6 - 10 Pallets	£45.44	£52.18	£49.99	£57.39
	11+ Pallets	£38.71	£52.18	£42.58	£57.39
		Maximum of £395.44		Maximum of £434.76	
Hanging	Coats	£0.42	£16.82	£0.46	£18.52
	Jackets	£0.35	£16.82	£0.39	£18.52
	Dresses	£0.27	£16.82	£0.28	£18.52
	Seperates	£0.22	£16.82	£0.23	£18.52