



Dear partner,

As we head towards the busiest time of the year, with the added pressures this year of driver disruption and changes to supplier inbound flow, we need to ensure we are maximising capacity on all our lorries leaving our depot to deliver stock to partners.

Following a strategic review with our partners DHL we have identified ways of better increasing efficiencies across the estate, which will help drive more consistent deliveries and better availability for you.

To help us achieve this, from Monday 28th November we will be increasing the chill/freeze minimum order quantity (MOQ) from 30 to 40 cases per order.

If you are already above this threshold, you will experience no change to how you order, but in the interests of completeness we wanted to let you know we were making these changes to drive greater efficiency and to improve the experience of all partners.

In addition to the above, in early August we took the decision to maximise supply of key volume lines to improve operational efficiencies in the network, temporarily removing slower selling lines from the chilled range.

We have now taken the decision reinstate products identified as a key range offering (70 lines) while permanently removing the other slow selling lines. Both reinstated and removed product lists are available [here](#).

We have carefully evaluated the full range offering to ensure continuance of the best-selling lines to maximise your customer proposition and this work should deliver improved availability to partners.

Kind regards,