



SUPPLIER DELIVERY COMPLIANCE

April 2015

Snetterton Distribution Centre



Address:

QD Distribution Centre
Harling Road
Snetterton
Norfolk
NR16 2JU

Main Office: 01953 715200
Goods In: 01953 715201
Goods Out: 01953 715213
Security: 01953 888455

Delivery Intake Hours: 7:30am – 4pm
This is a No-smoking site.



Booking a Delivery Appointment

- Upon receipt of the Purchase Order you must obtain a booking slot into the Distribution Centre. This must be obtained by sending an e-mail to goods-in@qdstores.co.uk with the following information

- **QD Purchase Order Number:** (QD PO Numbers begins with 45000)
- **Amount of Pallets/Lifts :**
- **Requested Delivery Date/ Time:**

Please Note: The Delivery Date quoted on the Purchase Order is a guideline and not a confirmed delivery date.

- The Goods In department will then issue a confirmed delivery date and time for the order number quoted, along with a unique booking reference.
- Any deliveries that arrive without obtaining a booking reference will be refused.
- Direct to Store Bookings – supplier must contact the Store Manager to arrange a suitable time/ date.

Delivering on Time

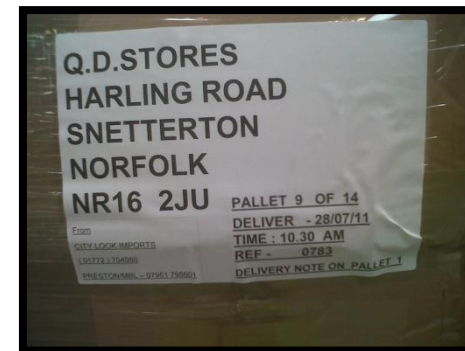


- Deliveries must be made to the scheduled time (a tolerance of +/- 30 minutes is accepted).
- Any delay must be notified at least one hour prior to the scheduled delivery slot.
- All goods must be accompanied with an appropriate delivery note.
- Drivers must report to the goods in barrier, ensuring that safety shoes and a high-vis vest are worn at all times.
- The paperwork should quote both the QD article number and the supplier Stockcode.
- Total number of pallets delivered must match the total number of pallets booked in.
- Failure to adhere to this may result in the delivery being refused and/ or a £250 penalty invoice.

Presentation of Stock



- All stock delivered must be palletised on a standard 1000x1200 4 way pallet, unless alternative arrangements have been agreed with the Site Manager.
- Pallets must not be stacked in excess of 1.8 meters tall, unless double stacked split by a pallet.
- All stock of an article number must be grouped together on a pallet(s).
- Cartons should not weigh more than 25kgs. Where a case exceeds 25kg a heavy warning triangle must be shown on the outer carton.
- Each pallet must be clearly labelled with:
 - ✓ Address
 - ✓ P/O number
 - ✓ Date
 - ✓ Booking reference
 - ✓ Pallet number (ie 1 of 5, 3 of 5 etc.)



Presentation of Stock

- ✓ Same product grouped together on pallet
- ✓ Layered by pallet to enable easy handling
- ✓ Clear labelling of each pallet
- ✓ Purchase Orders not to be mixed on a pallet
- ✓ Only full cartons should be delivered, unless agreed with your buying contact.



Delivering on Plant Trolleys

- Live plants should be delivered on a standard Danish trolley, with goods not exceeding 1.8m.
- Trolleys must be clearly labelled with the store destination, and purchase order attached.
- Trolleys should be wrapped in clear shrinkwrap with perforations to enable the plants to breathe.
- Trolleys will be exchanged on a like for like basis, ie number of bases, shelves and appropriate tags.
- Drivers must not, under any circumstances, load empty trollies onto their vehicle until authorised by a member of the DC team.

What makes a good delivery?

- ✓ Stock not mixed on pallets.
- ✓ Pallets used to separate layers of product.
- ✓ Articles grouped together on a pallet
- ✓ Barcodes that are registered to the correct product
- ✓ Correct Carton sizes registered on the system
- ✓ Clearly labelled pallets



What makes a poor delivery?

- × Stock mixed on pallets.
- × Layers not separated by pallets.
- × Articles spread over multiple pallets.



- × Pallets stacked too high



Product & Carton labelling



- All goods delivered must have barcode labelling clearly displayed on the outside of the outer carton.
- The number of units within a carton must be clearly indicated on the outer carton.
- All goods delivered must have a barcode displayed on the outer packaging of the saleable product
- All inner and outer barcodes must have been supplied to and approved by Head Office prior to the delivery arriving.

Invoicing



- There must be one invoice per delivery note and one per purchase order.
- Invoices should be issued to our accounts office based on the quantities signed for by QD at the point of delivery, at the prices quoted on the purchase order.
- All invoices must adhere to the following:
 - Quote the QD purchase order number 4500.....
 - Quote the QD article code
 - List articles in the same sequence as the purchase order
- Invoices should be e-mailed to: accounts@qdggroup.co.uk