



# SUPPLIER DELIVERY COMPLIANCE GUIDELINES

January 2026

# Snetterton Distribution Centre



QD Distribution Centre  
Harling Road  
Snetterton  
Norfolk  
NR16 2JU

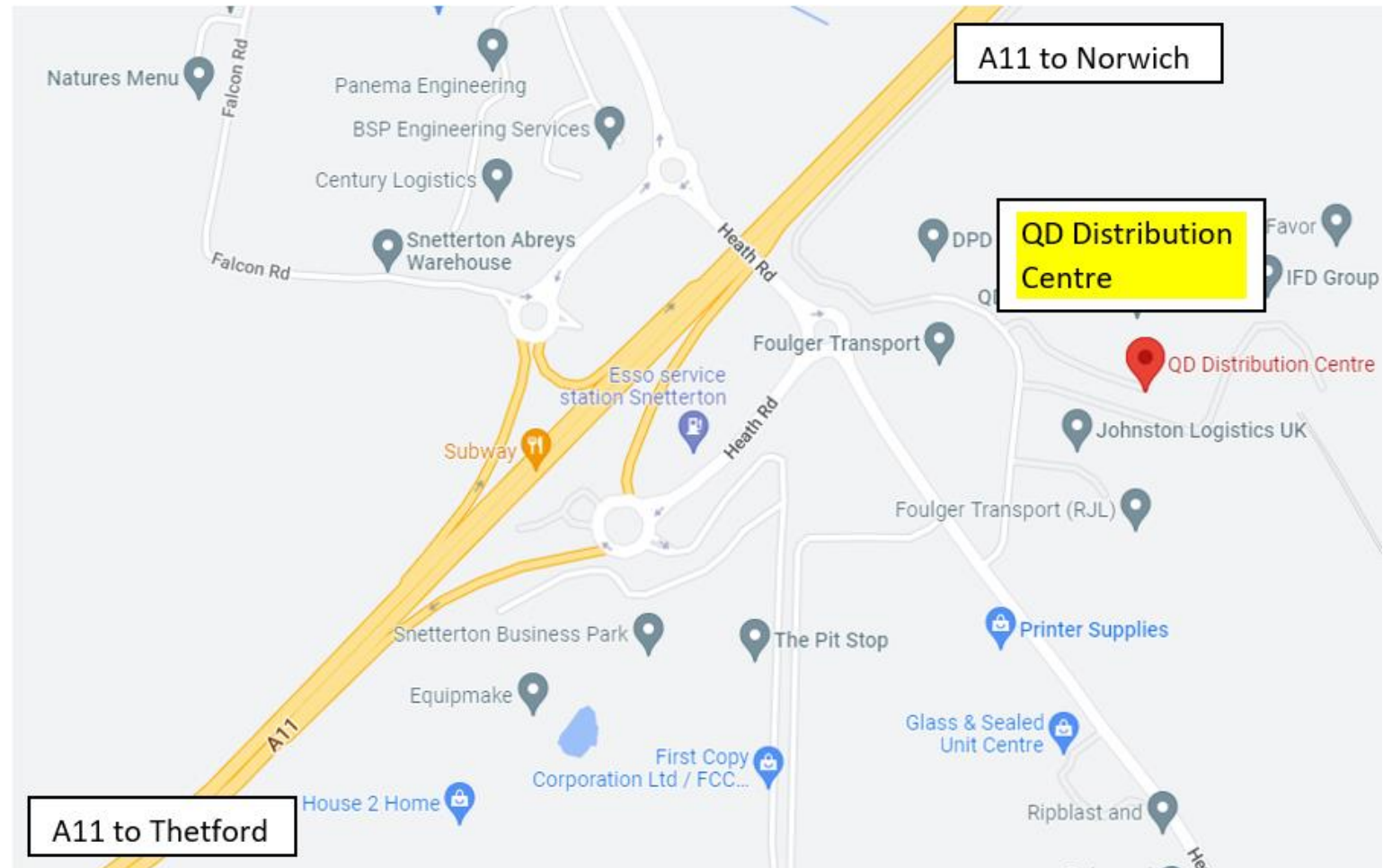
Main Office: 01953 715200  
Goods In: 01953 715201  
Goods Out: 01953 715213

Delivery Intake Hours: 7:30am – 4pm

This is a No-smoking site.

All delivery drivers must report to Goods In on arrival.

Hi-vis vests and safety footwear must be worn at all times.



# 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](mailto: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.

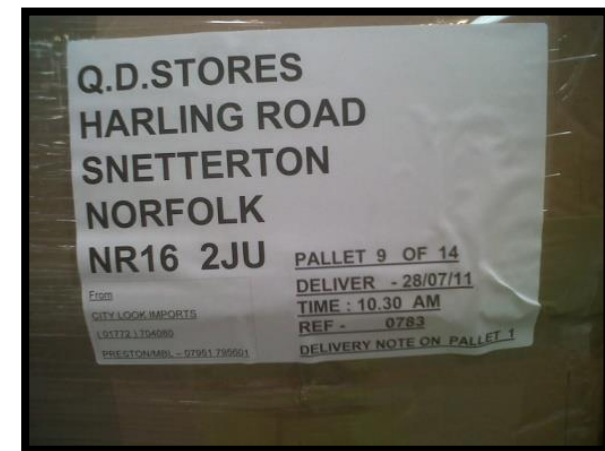
# Delivering on Time



- 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 hi-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 (i.e. 1 of 5, 3 of 5 etc.)



# Presentation of Stock

- ✓ Same product grouped together on pallet
- ✓ Layered by pallet to enable easy handling
  - ✓ Where there is not enough of the same product to make up a complete layer, you must ensure that all of the same article number is still grouped together on the same pallet, and all of those products on the order that do not make up a full layer are grouped together to create a 'mixed' layer or pallet.
- ✓ 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.
- ✓ Pallets wrapped in **CLEAR** shrink-wrap.
- ✗ DO NOT USE BLACK SHRINK-WRAP.

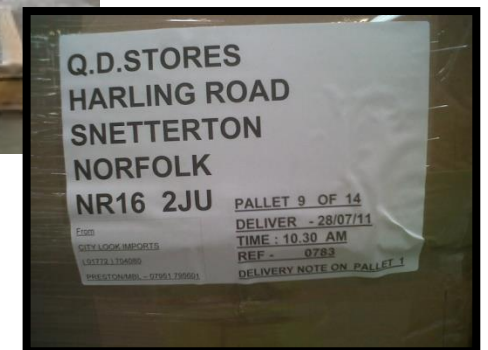


# Delivering on Plant Trolleys

- 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 shrink-wrap with perforations to enable the plants to breathe.
- Trolleys will be exchanged on a like for like basis, i.e. 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](mailto:accounts@qdggroup.co.uk)