

**THE**   
**ORIGINAL**  
**FACTORY**  
**SHOP**

# Supplier Delivery requirements

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**Author**  
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**Supplier Delivery Requirements**  
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**K. Naylor**  
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# The Original Factory Shop Delivery Requirements

- Delivery requirements are available from our website <http://www.theoriginalfactoryshop.co.uk>
- Please ensure all relevant personnel in your organisation have access to this information and the requirements are followed.
- These requirements are for Palletised deliveries only and any UK/European unpalletised deliveries must get written agreement prior to delivery or the delivery will be rejected.
- Imports have separate requirements issued by our Imports Department. For details contact [imports@thefactory-shop.co.uk](mailto:imports@thefactory-shop.co.uk)

## All deliveries must :

- must comply with these requirements.
- loaded in a safe manner to prevent damage in transit and enable safe offloading within the distribution centres.
- all deliveries must be able to be off loaded via the vehicle's back doors.
- prepared in line with the buyers packaging specification.
- pack size quantity of each product must be correct (Outer and Inner Carton Quantities) – as stated on your BDA delivery notification form.

# Preparing for the delivery

## Palletised Deliveries

- maximum pallet height of **1.66m** (inc pallet)
- print the carton weight on any carton that exceeds **15kg**.
- cartons weighing between **15 kg and 25 KG** must include a '**Caution! Heavy Lift**' label and have carton weight must be clearly shown.
- cartons weighing more than **25 Kg**, must have '**Caution! Team Lift**' labels and carton weight printed on the carton.
- Any carton over **25kg** will only be accepted with prior written agreement.

**Any deliveries not meeting the required standards may be rejected, with the right reserved to re- work with costs debited automatically to your account. Our charges can be found on the last page.**



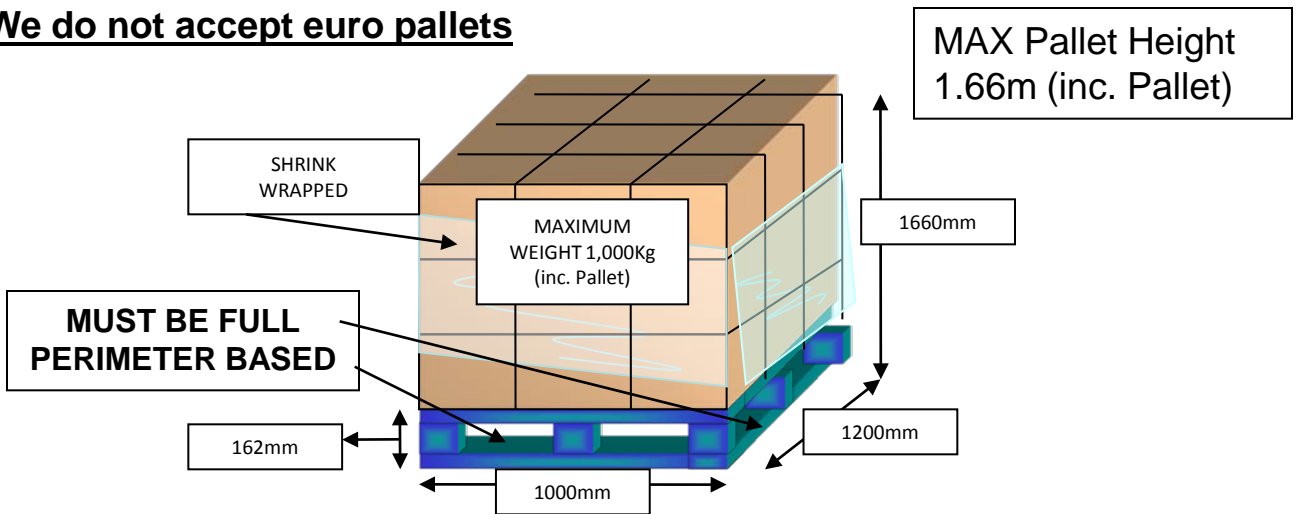
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# Palletised deliveries

**PALLET SIZE** 1000mm X 1200mm X 162mm (Length x Width x Depth)

- All deliveries must be on **Grade A - 4 way wooden pallets**.
- **Single product per pallet.**
- Fully Shrink wrapped to prevent movement in transit.
- Shrink wrap to pallet and to full height of pallet.
- All cartons must be Securely Sealed.
- No metal banding.

We do not accept euro pallets



- All stock should be positioned on the pallet to maximise the available pallet area and built to the maximum height of **1.66m inclusive of pallet**.
- All pallets must be of good quality and full perimeter based as shown in the picture above.
- Product must not overhang the pallet, unless prior arrangement has been made with the distribution centre in writing.
- Product must not be mixed on pallets: one option, one pallet, unless clearly segregated and labelled accordingly.
- Maximum pallet weight is 1,000Kg (including pallet)

# Palletised deliveries

- Deliveries that contain more than one SKU/Colour/Size must not be mixed on pallets - unless agreed in writing.
- Any agreed mixed pallets MUST be segregated and clearly labelled.
- Carton contents must match the purchase order/BDA notification.
- Part cartons if necessary must be clearly labelled on the top of the pallet facing out – these must be clearly shown on advice note.
- Palletised deliveries are unloaded from the back door and must not be double stacked.
- **Double stacking only permitted if agreed in writing by the warehouse management and must be capable of back door tipping. Pallets must be shrink wrapped together.**
- CHEP pallets will be accepted on a one way system signed for on receipt. Signed one way trip voucher will be passed to the driver, to return to CHEP to enable the process of de-hire to commence.
- All pallets must have a pallet label on two adjacent sides as detailed on the next page (please print out a copy and attach one to each pallet correctly completed).
- Pallet labels can be completed by hand but must be clearly legible.

# Pallet Label

SKU No.	
Purchase Order No.	
Product Description	
Carton Quantity	
Pallet Weight	

Please print out and attach to each pallet under shrink wrap.

If hand written please ensure details are clearly legible.

# Distribution Centre appointment system

- Each supplier will be sent a BDA notification form to confirm booking time/date and all product details (qty/pack size etc..) by the buying team.
- Prior to delivery into TOFS Distribution Centre please contact the appointment office and advise them the contents of your proposed delivery.

## Booking office

Tel: 01282 833311 or 833307(between 9am and 5pm Mon-Fri)

- When ringing for appointments you must specify the criteria below:

DISTRIBUTION CENTRE	CRITERIA
TOFS	<ul style="list-style-type: none"><li>• BDA Number</li><li>• Purchase order Number</li><li>• Number of cartons</li><li>• Number of Pallets</li><li>• Your contact details.</li></ul>

# Distribution centre appointment system

A valid BDA notification form is issued to you by the buyer/merchandiser, provided that you have a valid BDA for the goods that you are looking to book in an appointment will be made for you.

**Note: Deliveries must be exactly as the BDA notification**

**You will be allocated the following:**

- Delivery date and time.
- Specific products, quantity and pack sizes.
- Delivery reference
- Appointment times must be strictly adhered to.
- For any appointments that cannot be met you **MUST** contact the distribution centre to make alternative arrangements at the earliest opportunity.

**WE CHARGE FOR ALL NON DELIVERIES  
NOT PREVIOUSLY NOTIFIED.  
THE RATES CAN BE FOUND ON THE LAST PAGE.**



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# On arrival

- All deliveries to the Distribution Centres must include a clear printed advice note or packing list which matches the products delivered,
- The driver must surrender this information to the appointment clerk on arrival.
- It is our objective to validate all delivery / advice notes prior to unloading the delivery.
- Any unadvised items included in the delivery may result in part or all of the delivery being refused.
- **IF YOU ARE UNABLE TO MEET ANY OF THE REQUIREMENTS ON THE BDA NOTIFICATION FORM THE BUYER/MERCHANDISER MUST BE NOTIFIED 48HRS IN ADVANCE TO STOP THE DELIVERY BEING HELD UP ON RECEIPT IN THE DISTRIBUTION CENTRE. FAILURE TO NOTIFY WILL RESULT IN ADMINISTRATIONS CHARGE BEING RAISED.**
- **The Buyer/Merchandiser will amend your BDA and re-issue a correct one if they accept the changes you propose.**

**The Delivery Advice Notes / Packing List must contain the following information, where applicable:**

- Suppliers company name + supplier code
- Appointment reference/BDA number
- Advice note number
- SKU number
- Purchase Order number
- Number of items per SKU
- Number of cartons
- Number of pallets

# Example advice note

Kids clothing Company Limited (K010)  
PURCHASE ORDER:- 106037

**ADVICE NOTE NUMBER – 012568      Number Pallets: 3 PALLET**

Appointment Ref: 329KC 8.30am 16/03/2010

PRODUCT NO	SKU NO	DESCRIPTION	COLOUR	SIZE	QUANTITY
3286	529977	KIDS DIA POLO	WHITE	M	1620/20CTNS
3287	529978	KIDS DIA POLO	BLUE	M	1458/18CTNS
3288	529979	KIDS DIA POLO	GREEN	S	1620/20CTNS
				TOTAL:	4698/58CTNS

- One advice note per Purchase Order Number (we book products onto our system by purchase order number therefore must have a separate advice note per PO)
- Trailers to be loaded in advice note order, each pallet with pallet labels and carton SKU number labels facing the outside of the pallet.

# Key contacts

## DELIVERIES TO:-

### **The Original Factory Shop**

BURNLEY DISTRIBUTION CENTRE  
ORIENT BUSINESS PARK  
FARRINGTON ROAD  
BURNLEY  
BB11 5UB

## BOOKING OFFICE

Tel: 01282 833311 or  
833307

(between 9am and 5pm  
Mon-Fri)

## HEAD OFFICE

### **The Original Factory Shop**

BURNLEY DISTRIBUTION CENTRE  
ORIENT BUSINESS PARK  
BILLINGTON ROAD  
BURNLEY  
BB11 5UB

Tel: 01282 833222

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# List of charges

Non delivery without Communication	£250.00
Rejected Load due to not meeting requirements, incorrect product or not as BDA Notification Form	£150.00
Re-work (any product requiring re-work due to not meeting requirements or BDA notification)	£25.00 per man hour + materials. Charges will be escalated for repeats of the same issue (x1.5, x2, x2.5 etc..)
Metal or Glass contamination of products (e.g. needle or sharps)	£1,000 for first offences. Escalated for repeat occurrences
Protruding nails in shoes	£500

Charges will be raised against your account.