

Direct Mail Service Limited

Product material & Delivery Specification

May 2016

**DELIVERY ADDRESS:
Collets House
30 Denington Road
Denington Industrial Estate
Wellingborough
NN8 2QH**

All deliveries must be booked via email at least 24 hours before:

Deliveries@directmailservice.co.uk

Telephone bookings will not be accepted.

1)Booking in goods

To ensure transparency to our clients all deliveries must now be booked in via email. Telephone calls will **not** be accepted for booking in goods.

An automated response from our system will be sent to confirm your email has arrived with us, from this point we will reply to your email no longer than 2 hours after this time.

If your email is sent after **3pm**, we will endeavour to get back before 5pm (2-hour email reply) however we cannot guarantee booking slots for the next day for any emails sent after this time.

When requesting a delivery booking please state the following in your email: -

- ✓ **Your Customer**
- ✓ **The title of the goods you are trying to book in**
- ✓ **The number of pallets**
- ✓ **Your requested time (we will endeavour to get you in approximately around this)**
- ✓ **Your clients requested delivery date**

Without the above information, we are unable to provide you a delivery booking.

Delivery bookings are only available in 15 minute slots as per below:

7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00
7:15	8:15	9:15	10:15	11:15	12:15	13:15	14:15	15:15
7:30	8:30	9:30	10:30	11:30	12:30	13:30	14:30	15:30
7:45	8:45	9:45	10:45	11:45	12:45	13:45	14:45	-

All confirmed bookings will get an email to confirm acceptance, this must be checked by the delivery company to ensure the correct quantity and number of pallets of delivery.

For deliveries that deviate from booking, the delivery can and will be refused.

If you do not have any booking reference, then the two options stated below become applicable.

- a) The delivery company to take the goods away and make a new booking (minimum 48 hours' notice required).

OR

- b) The goods can be stored in our offsite storage company at costs of:
£5.00 per pallet loading / unloading £3.00 per pallet per week (or part of) storage
The delivery company or customer will also be charged for collection from the offsite storage facility (these are charged per consignment.)

Deliveries outside the hours of 7:00 and 15:30, Monday to Friday maybe subject to additional charges.

2) Delivery Paperwork

All delivery notes must be in clear concise English.

They must state the following:

- ✓ **Booking reference**
- ✓ **Description of goods**
- ✓ **Quantity of pallets**
- ✓ **Quantity on pallets**
- ✓ **Total quantity**

Failure of the above may cause the goods to be refused by our warehouse.

All deliveries are signed for as “Unchecked”. Therefore, we cannot accept responsibility for under/ over or incorrect deliveries.

All stock is booked in at the qty stated on the paperwork accompanying the goods.

We do not weigh any deliveries.

3) Material Presentation

The following information is used to make the production as run efficiently as possible.

Should you be unable to meet any of the following requirements, please contact Direct Mail Service or your customer to verify prior to delivery if in doubt. Direct Mail Service may take photos for proof of any delivery queries.

3.1) Material Presentation – PALLETS

Under no circumstances should pallets on a delivery be mixed different stock.

All pallets must contain **one** version.

If pallets are mixed, we will unload the goods and charge to split the pallets down.

The charge for this is **£50 per pallet** and will be charged directly to the customer.

Damaged pallets and/or poorly presented pallets/ stock **will be refused**.



NOT ACCEPTABLE

Pallets such as these examples will be rejected upon delivery



ACCEPTABLE

Suitable Pallet Stacking

All pallets must be presented in a manner whereby they can be double stacked inclusive of pallet tops to protect the product – failure to do so will mean additional storage charges.

Poorly presented examples:



Any poorly presented pallets **may be rejected**.

We're only able to accept the following pallet sizes:

- ✓ Euro Pallets
- ✓ 1200mm x 1000mm

Any pallets delivered that do not meet the above specification will be rejected, including printer's & Blue Chep pallets.

Important pallet delivery information

- **Failure to comply to the above specification may lead to additional costs, these will be charged on a per thousand rate.**
- **All pallets must have a minimum of two pallet cards.**
- **Ideally when the pallet is loaded the pallet label should face out to easily identify the product.**
- **Paper corners should be used to protect items where necessary.**
- **All pallets must be pallet wrapped with clear wrap. See above for example.**
- **If the pallet contains bundles, the qty of bundles should be stated on the pallet label.**

3.2) Material Presentation – BOOKS/MAGAZINES/CATALOGUES & ITEMS STICED GREATER THAN 4PP

At the maximum books should be single strapped. Paper strapping is preferred if required. Ideally all books should not be strapped.

Acceptable presentation:



NO STRAPPING

Ideal method of packaging



PAPER STRAP

If needed paper strapping



SINGLE STRAP

Single strap if required

Unacceptable presentation:



STRAPPED TWICE



DAMAGE CAUSED BY DOUBLESTRAPPING

Cross strapping or Shrink Wrapping is **NOT** acceptable.

All books **must** have the minimum amount of turns possible i.e. a bundle of 50 books should only be turned **once** with the books facing 25 each direction.

The minimum magazines / books in 1 turn must be **no less than 20**.

Any books that have more than **1** turn or less than 20 items in a turn without prior discussion will be rejected or will be subject to additional charges on commencement of production.

Unacceptable boxed examples:



NOT ACCEPTABLE
Books are boxed



NOT ACCEPTABLE
Books are paper strapped and boxed

Unacceptable turns example:



NOT ACCEPTABLE
Books turned in the above example (40 books in one bundle turned in 10's 4 times) will not be accepted.

3.3) Material Presentation – INSERTS / 3RD PARTY ITEMS / 2PP CARRIERS

All items **must** be boxed; they should all face the same direction in the box – no turns. **Each** box should be marked up / labelled with the insert description and quantity.

Inserts/Onserts should be produced on a minimum 100gsm paper unless agreed prior to delivery directly with The Mailshop.



ACCEPTABLE

Boxed inserts all facing the same direction



NOT ACCEPTABLE

Inserts turned throughout the box

If the above is not adhered to then the additional charges may incurred and charged on per thousand rate.

Any doubts in the stock presentation should be verified directly with Direct Mail Service.

Under no circumstances should pallets be mixed with different stock.

We can unload mixed pallets but this will incur a standard warehousing charge to split the pallets down of £25.00 per pallet and will be charged directly to the customer.

3.4) Material Presentation – PERSONALISED LASERING STOCK

To ensure the maximum efficiency, Stock for lasering must not be supplied as single sheets.

Example: A5 carriers will be 4 up on A3.

Lasering stock must be boxed, within the boxes all paper should be faced in one direction, either always face up or face down.

A sample of the paper should be attached to the lid of every box for quality control purposes.



Acceptable

Copy of material securely attached to boxes.



Acceptable

Contents of box all facing same direction facing up or down

Paper supplied for lasering must be of a minimum 100gsm laser compatible.

It is recommended that we receive samples prior to production to ensure the material is fit for laser print production.

3.5) Material Presentation – POSTCARDS/ OFFLINE INKJET ITEMS/ CBC

For offline ink-jetting on one piece mailers, postcards or CBC items need to be presented on a porous paper or uncoated stock.

The offline inkjets that we use are quick dry non solvent based for high quality and will not dry on non-porous/coated stock.

We will not know about unsuitable stock until the physical stock goes live on to the machine.

If in doubt regarding stock for ink-jetting please contact Direct Mail Service.

3.6) Material Presentation – ENVELOPES

All envelopes must be supplied boxed.

As the envelopes are going to be run on mechanical enclosing lines for insertion they must be of a gummed machine-able specification, with the seam seals on the outside.

For further information on envelopes please see “Envelope Specification “document on our website, alternatively contact us.

3.7) Material Presentation – PRINTED OR CLEAR POLYTHENE

Any polythene that is supplied must be of a low slip density with anti-static additive. Should you have any doubts over this please ask for a sample of our stock polyfilm to product match with.

Polythene must be a minimum of 25 micron.

Reel sizes are as follows: -

WIDTH (mm)	WEIGHT (MIN - MAX)
250 – 380	25 – 30kgs
380 – 420	30 – 35kgs
420 – 600	35 – 40kgs

4) Delivery Drivers

When drivers arrive at the premises they must pull up outside the premises.

Under no circumstances should drivers pull straight into the yard.

All drivers are then required to report to the warehouse department which is located to the left hand side of the premises.

At this time, they must give their full booking reference number and paperwork. They will be given further instructions from the warehouse department.

For health and safety reasons once the delivery vehicle has been pulled into the premises the driver must remain in the truck at all times unless instructed to do so.

The toilet / canteen facilities are for Direct Mail Service employees only.