



## IMPROVING OUR GOODS IN PROCESS FOR YOU

Our aim is to make the Goods In process as efficient as possible for all of our clients.

We have recognised several barriers that prevent this aim. By working together we can overcome these barriers, meaning that you will benefit from speedier turnarounds:

### LACK OF ADVANCE WARNING ABOUT SHIPMENTS WITH THE RELEVANT PRODUCT DETAILS

Without advance notice we are unable to plan how to locate your product and, if you send in new products, we have to configure the stock system and capture all the product information before we can begin to process the delivery. This causes delays for you. If we have these details in advance your stock can be processed smoothly.

### UNEXPECTED LORRIES

Last year, in peak season we often had up to 4 lorries arriving simultaneously. As we can only offload two at any one time, this risked demurrage charges for clients. It also creates congestion and delay at the checking stage.

We are going to ask for all lorries to be booked in so we can stagger deliveries. We will prioritise deliveries that have been booked in and arrive at their expected time. Deliveries by parcel carrier networks still need to be pre-advised but we appreciate the time of day is not easy to forecast.

### LACK OF INFORMATION WITH THE DELIVERY

On occasions we have little or no information and once again this causes delays for you. For a smooth operation we require a delivery note detailing the contents of each carton.

### NON-STANDARD PALLETS

We work best with pallets that are UK size, 4 way entry. We can accept other forms of pallets but they may incur an additional charge.

## SUMMARY

1. **NEW SKUS** – Details to be supplied 2 days in advance of delivery.
2. **ADVANCE DELIVERY NOTIFICATION** – 2 days in advance of delivery.
3. **PALLET DELIVERIES** – must be booked in with our goods in team
4. **DELIVERY NOTE** – we are asking for a detailed note with a contents list for each carton. This should match the advance delivery notification.

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PLEASE NOTE WE KNOW THAT THERE WILL BE EMERGENCIES FROM TIME TO TIME, SO PLEASE TALK TO US AND WE WILL TRY OUR BEST TO ACCOMMODATE.

# GOODS IN GUIDELINES

## ALL GOODS SENT, UNLESS OTHERWISE ADVISED, TO:

COMPANY NAME

C/O HALLMARK CONSUMER SERVICES, GREEN BANK, MELTON MOWBRAY, LE13 1FF



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# SKU INFORMATION FOR NEW STOCK

New stock lines require product information setup in advance. Please use our SKU setup template which will be provided by your Client Manager. The template includes all the fields we require you to populate. Your CM will explain these in detail.

SKU	Barcode Number	Description	Product Type	Fabric Content	Stock Set	Supplier Code	Selling Price	On-Hand Stock?	Weight (in grams)	Length (in centimetres)	Width (in centimetres)	Height (in centimetres)	Country of Origin	Harmonized Code	Category Code	Quantity
T51945	5055056981297	Scruffs Nova Black Safety Boot Size 8	Safety Footwear		DAB	BTS	£28.95		1830	34CM	28CM	13CM	China			1

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## Barcodes

We are working towards barcode scanning all items for accurate identification; if you are unable to provide barcodes at the moment please let us know.

## Import Duty Warning

Your company is liable for all import duties and delivery taxes. When booking with a carrier, please ensure all taxes and charges are set to 'PAY BY SENDER'.



# ADVANCED SHIPPING NOTICE (ASN)

Please book your delivery in at Hallmark via e-mail to [dataprocessing@hallmarkconsumer.co.uk](mailto:dataprocessing@hallmarkconsumer.co.uk), at least 2 working days before it arrives, along with an ASN.

We require the following information:

- Who the delivery is for?
- When is the delivery due?
- Who is sending it?
- Who is delivering it?
- Item SKUs, Descriptions and Quantities being sent



## DELIVERY DAY/TIME SLOT

Please advise a day and AM/PM slot to [dataprocessing@hallmarkconsumer.co.uk](mailto:dataprocessing@hallmarkconsumer.co.uk) (copying in your Client Manager). Once you have sent in your delivery information, we will provide you with an ASN reference which will need to be quoted upon delivery to Hallmark.

### Containerised Deliveries

For container deliveries we require at least 2 weeks' advance notification. Additional charges apply for handling unpalletised/loose containers.



## BESPOKE REQUIREMENTS

Please provide any specific instructions for your delivery to [dataprocessing@hallmarkconsumer.co.uk](mailto:dataprocessing@hallmarkconsumer.co.uk) and copy in your client manager in on the e-mail along with your ASN. See example below.

### Amending delivery information

If you need to change any information from your original booking, please notify [dataprocessing@hallmarkconsumer.co.uk](mailto:dataprocessing@hallmarkconsumer.co.uk) quoting your ASN reference (copying your Client Manager), explaining the changes you would like to make.



## DELIVERY NOTE WITH MANIFEST INVENTORY

In order to process your delivery in the fastest way, a Manifest Inventory should be sent with your goods. This is an outline of what items are in each box and on each pallet. This will accelerate the checking process and ensure your goods are booked on to stock in the quickest way.



## PALLETS/CARTONS LABELLED ACCORDING TO MANIFEST

In line with the delivery manifest mentioned previously, all pallets and cartons must be labelled clearly enabling our Goods In team to identify each pallet and carton according to the manifest

SENDER			DELIVERY NOTE		
Example Customer Example Street Example Town EG1 234			TO: Example Customer C/O Hallmark Consumer Services Green Bank, Saxby Road Melton Mowbray LE13 3FF		
ASN Reference					
Carton Contents		Carton 1 of 5			
SKU	Description	SKU 2	Quantity		
AES 2	An Example SKU 2		12		
Carton Contents		Carton 2 of 5			
SKU	Description	SKU 3	Quantity		
AES 3	An Example SKU 3		5		



## CONTENTS LIST ON OUTER CARTON

Each carton we receive must have its contents clearly marked on the outside. The contents marked must match the delivery note.

The information required on the carton:

- Description
- Your Company Contact
- Quantity
- Box Number
- SKU
- Hallmark Contact

For most efficient delivery checks (and smoothest picking flow), we recommend you send in single SKU cartons.



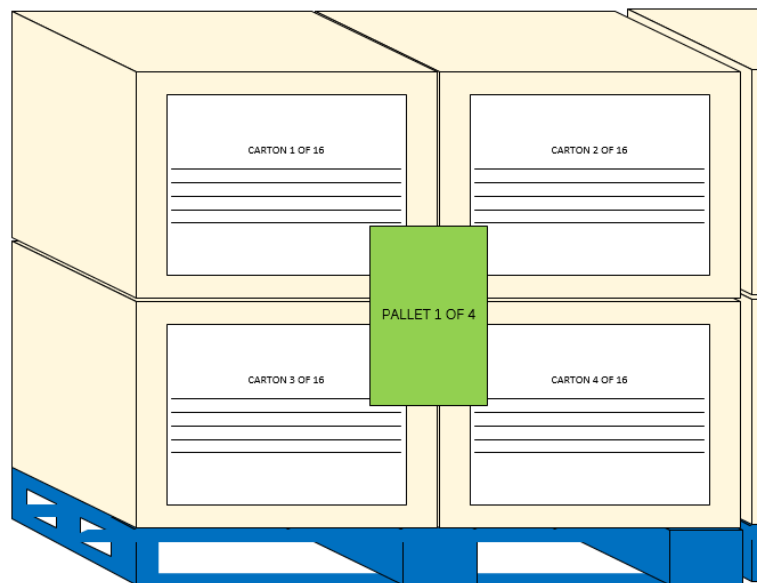
## PALLETS TO BE UK SIZE 4-WAY ENTRY

It is important to note that all palletised deliveries must arrive on a standard 4 way entry – this means a forklift can pick up the pallet from any of the side faces.

Pallet requirements:

- Dimensions of **1200mm x 1000mm**
- Must be of sound quality
- Must not exceed a height of **1.2 metres**
- Must not exceed a weight of **750kg**.

If a palletised delivery arrives differently to the above, your delivery may experience a delay due to the additional work.



## PROOF OF DELIVERY

Where required, a member of our Goods In team will sign to confirm your Courier has been on-site and we have accepted a delivery. However electronic or physical POD are not proof that the full quantity has been sent, or that the goods are undamaged. Signatures on all paperwork will be for a pallet count - cartons unchecked, or a carton count - contents unchecked. We can only identify discrepancies once we have inspected and receipted the product onto our warehouse management system, at which point shortages will be advised.