



Hallmark
CONSUMER SERVICES

Inbound Delivery Standards

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1. Stock Preparation, Receipt and Management

- The client will provide the SKU details on the Hallmark SKU set up template to enable set up within the Hallmark Warehouse Management system
- The Client will ensure items are physically barcoded and barcodes/aliases should be supplied on the SKU set up template. Barcodes/aliases should be no longer than 20 characters and ideally supplied in a code 128 format.
- The Client will provide weights and dimensions on the SKU set up template. Where this information has not been supplied, Hallmark will capture at goods in. This will be chargeable to the Client
- The Client will supply or arrange the supply of stock in accordance with HCS – Inbound Delivery Standards. Hallmark will receive in stock on pre-agreed and booked in dates and times. The Client will be subject to additional charges and time delays if guidelines are not adhered to
- The Client will ensure all deliveries are marked with an ASN reference number supplied by Hallmark when the booking is made
- All stock to arrive at Hallmark packed on pallets, labelled with sku and quantity and accompanied by a delivery advice note in accordance with HCS – Inbound Delivery Standards. Container shipments and re-palletisation are subject to additional cost to the Client.
- Hallmark will sign for all deliveries as "unchecked"
- Hallmark will highlight any discrepancies, damages or Goods In non-conformances to the Client. Please note non-conformances may be subject to additional charge to the Client
- As standard, Hallmark will complete an outer count
- Hallmark will check received stock against a pre-booked ASN and then enter stock onto Hallmark warehouse management system (which shall be the definitive system of record in relation to the stock)
- Hallmark will manage warehouse space and the integrity of the Client stock whilst on Hallmark premises
- Hallmark will store the Client stock appropriately to maximise pick efficiencies based on number of sku's overall
- Stock consolidation (seasonal or otherwise) will be chargeable to the Client; Hallmark will provide estimates on a "per job" basis

2. SKU set up

New stock lines require product setup information in advance. Please complete the SKU set up template as supplied by your Hallmark Client Manager. (Please see example below).

Your Hallmark Client Manager will be able to assist you with any queries regarding the information required.

|  Standard SKU Setup Template <small>No special characters EG: (*, &, %, ^, #, ~, ;, , ', ",) - See Rules Tab</small> <small>This sheet is only suitable for setting up 60,000 SKUs or fewer at one time.</small> | | | | | | | | | | Validate Input | |
|--|--------------|-----------------------------|--|--|------------------------|----------------------|---------------------------------|-------------------|--|----------------|--|
| Maximum character limit = 20 (each), must be uppercase, no spaces. (See rules tab) | | | Maximum character limit = 60 | | Minimum 10, Maximum 30 | | | | | | |
| SKU (Mandatory) | Alt-Sku | Barcode Number / Alias Code | Description (Mandatory) | Customs Description (Mandatory - used for Customs Clearance) | Stock Settings | Selling Price (in £) | Case Size - Inbound (Mandatory) | Country of Origin | | | |
| 4 SKU000ALPHA | ALTSKU0ALPHA | 0123987716523 | Jango multi-pack set - Red vs Blue | interlocking blocks plastic | ALLOW BACK ORDER | 15.99 | 1 | DE | | | |
| 5 SKU000BETA | ALTSKU0BETA | 12345678901234 | Gravy bowl with mesh stand - willow tree | glass fruit bowl metal stand | DONT ALLOW BACK ORDER | 99.00 | 12 | CN | | | |
| 6 SKU000GAMMA | ALTSKU0GAMMA | 4546978985423 | Welsh love spoon with silver inlay | Wood spoon with silver detail | ALLOW BACK ORDER | 33.00 | 6 | GB | | | |

| Captured at client's cost if not supplied in this sheet. | | | | | | | | | |
|--|---------------------------------------|---|------------------------|-------------------------|---------------|--------------------------------------|---|--------------|---------------------------------|
| Harmonised Code | Gross Weight (in grams) (10g minimum) | Length (in centimetres) longest dimension | Width (in centimetres) | Height (in centimetres) | Category Code | Serialised Product (1 = Yes, 0 = No) | Batch/Expiry Recorded (1 = Yes, 0 = No) | Nominal Code | Drop Shipment (1 = Yes, 0 = No) |
| 1234567890 | 200 | 30 | 10 | 15 | | 0 | | | 0 |
| 1234567890 | 350 | 20 | 15 | 10 | | 0 | | | 0 |
| 1234567890 | 50 | 15 | 8 | 5 | | 0 | | | 0 |

Any mandatory weight/dimension/barcode information that is not supplied on the SKU set up can be collected at Goods in. This however would be subject to an additional cost and could delay your items being booked into stock due to the extra work involved.

*Please note: All barcodes must be unique and correspond with the barcode on the physical product, otherwise this can lead to delays booking stock in.

3. Booking in procedure (ASN – Advance Shipping Notice)

Please complete the ASN request form then email this to the Data processing team (dataprocessing@hallmarkconsumer.co.uk) and cc your Hallmark Client Manager.

Once this has been booked in the team will then respond with your ASN booking reference, usually within 4 working hours. The ASN reference then needs to be quoted on the delivery and the accompanying paperwork.

Please adhere to the time slot supplied. This is calculated to cause least traffic disruption to our local area.

- Carton and pallet deliveries – please book in at least 2 working days in advance.
- Container deliveries - please book in a minimum of 2 weeks in advance.



ASN REQUEST FORM

| *Mandatory fields are marked with an asterix | | | | | |
|--|--------------|----------------------|-------------------|--------------------|---------------|
| *Client Name: | | | | | |
| Supplier/Sender: | | | | | |
| Transport Carrier/Courier: | | | | | |
| *Requested Delivery Date: | | | | | |
| Total quantity of cartons: | | | | | |
| Total quantity of pallets: | | | | | |
| *Container Delivery (if applicable) Yes/No: | | | | | |
| If yes: 20' or 40' Container: | | | | | |
| Loose loaded or palletised container: | | | | | |
| *SKU/Product Code | *Description | Pallet/Carton Number | Eaches per Carton | Cartons per Pallet | *Total Eaches |

Please ensure that the ASN reference is quoted on the delivery note, pallet labels, cartons and any other accompanying paperwork.

4. Delivery Documentation

All delivery notes should contain the following information:

- Client
- ASN Reference
- SKU
- SKU Description
- Quantity per SKU
- Total quantity delivered

| 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 1FF | |
| ASN Reference | | | |
| Carton 1 of 5 | | | |
| Carton Contents | Description | Quantity | |
| SKU AES 2 | An Example SKU 2 | 12 | |
| Carton 2 of 5 | | | |
| Carton Contents | Description | Quantity | |
| SKU AES 3 | An Example SKU 3 | 5 | |

5. 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'.

6. Carton label information

Please could all cartons be labelled with the following information:

- Client
- ASN Reference
- SKU(s)
- SKU Description
- Carton number e.g. 1 of x
- Quantity per carton
- Mixed or non-mixed SKU's

Cartons should not weigh more than 16kgs to comply with health and safety guidelines.

| | | |
|------------------------|--------------------|-----------------|
| Carton 1 of 5 | | |
| Client: | ABC Company | |
| ASN Ref: | ASN12345 | |
| <u>Carton Contents</u> | | |
| SKU | Description | Quantity |
| 00001 | Example SKU2 | 12 |

7. Pallet Label information

- Client
- Sender/Supplier (if applicable)
- ASN Reference
- SKU(s)
- SKU(s) Description
- Total Number of cartons
- Pallet number (1 of x)

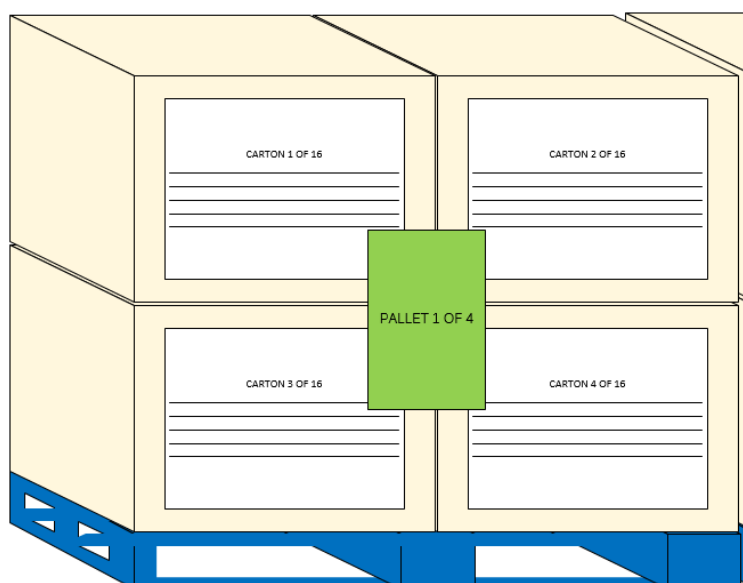
| Pallet 1 of 2 | | |
|------------------------|---------------|----------------------|
| Client: | ABC Company | |
| Supplier: | XYZ Supplies | |
| ASN Ref: | ASN12345 | |
| <u>Carton Contents</u> | | |
| SKU | Description | Total Qty of cartons |
| 00001 | Example SKU2 | 20 |
| 00002 | Example SKU 3 | 10 |

Pallet requirements:

- Standard 4-way entry wooden pallets. Dimensions of 1200mm x 1000mm
- Must be grade A pallets
- Must not exceed a height of 1.2 metres
- Must not exceed a weight of 750kg
- All pallets should remain securely wrapped

Any pallets arriving differently to the above specification can be re-palletised but would be subject to additional charges based on the Goods In hourly rate. Delays may be experienced due to the additional work required.

If you are aware in advance of any re-work that may be required, please highlight this to your Hallmark Client Manager.



8. Vehicle specification

The Hallmark warehouse has a loading dock so can accept vehicles with or without tail lifts.

If your goods are arriving by container, please advise the Hallmark Data Processing team when requesting your ASN reference.



9. Melton Warehouse main delivery address

**Hallmark Consumer Services
Green Bank
Saxby Road
Melton Mowbray
Leicestershire
LE13 1FF**

*Please note alternative delivery addresses may be provided.

+44(0) 1664 485000

Sat Nav's - please use LE13 1BP



10. Melton Warehouse opening hours for deliveries

| | |
|------------------|------------------|
| Monday | 8am – 4pm |
| Tuesday | 8am – 4pm |
| Wednesday | 8am – 4pm |
| Thursday | 8am – 4pm |
| Friday | 8am – 4pm |
| Saturday | Closed |
| Sunday | Closed |

**Our warehouse is open on selected Bank holidays.
Please check when booking your delivery.**

11. Grantham Warehouse - delivery address

**Hallmark Consumer Services
Unit 2
Orchard Park
Alma Park Industrial Estate
Isaac Newton Way
Grantham
NG31 9RT**

+44(0) 7535 156 729



12. Grantham Warehouse opening hours for deliveries

| | |
|------------------|------------------|
| Monday | 9am – 4pm |
| Tuesday | 9am – 4pm |
| Wednesday | 9am – 4pm |
| Thursday | 9am – 4pm |
| Friday | 9am – 4pm |
| Saturday | Closed |
| Sunday | Closed |

**Our warehouse is open on selected Bank holidays.
Please check when booking your delivery.**

13. Proof of Delivery

Where required, a member of the Goods in team will sign to confirm your courier has been on site and that we have accepted a delivery.

However, electronic or physical POD do not confirm if the full quantity has been received or whether the items are undamaged. Signatures on all paperwork will be for either a pallet count – cartons unchecked, or a carton count – cartons unchecked.

We can only identify discrepancies once we have inspected and receipted the product on to our warehouse management system. It is at this point that any discrepancies will be advised.

14. Health and Safety

All delivery drivers are required to wear a high visibility jacket whilst on the premises.

At the Melton warehouse the Goods in team will unload the vehicles from the docking bay at the rear of the building.

15. Refusal of shipment

Hallmark reserves the right to refuse any shipment that does not conform to the HCS – Inbound Delivery Standards (e.g. arriving without an ASN or outside of the ASN allocated slot) or to charge materials and/or labour to enable the shipment to comply.

Damaged shipments, unsafe shipments or any shipment containing hazardous materials may also be refused.