



## PACKING AND DELIVERY SPECIFICATION DOCUMENT FOR EXTERNAL SOURCES

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### 1. Introduction

**NBN International is located at the Airport Business Centre, 10 Thornbury Road, in the Estover Industrial Estate area of Plymouth.**

Our Goods-In Department is well equipped with unloading equipment and has a large covered loading and unloading bay. We will have set procedures for accepting deliveries. The following Goods In specification has been produced in order to ensure inbound product into NBN International can be processed through the Goods In procedure efficiently, effectively and safely.

Our usual service levels have been for the Goods-In department to turn around deliveries of Publishers stock for the supply of orders within a maximum of five working days from the point of receipt.

We also have agreed month-end cut-off dates. To ensure stock arrives in time for the processing of sales within the same month the month end cut-off dates should be observed.

### 2. Booking-In

All loads to be delivered must be booked in preferably 72 hours and at least **48 hours** in advance with our Goods In Department by telephone on **01752 202370 (NB: new number to previous)**.

Carriers should leave a message stating:

- Carrier or courier name
- Publisher name
- No. of boxes and/or pallets
- Preferred date of delivery
- Contact number / Email contact

- 2.1 Messages will be checked throughout the day and all carriers will be contacted so that booked in shipments can be given a reference number, which must be quoted to the Goods In Department upon arrival.
- 2.2 On receipt, goods will be checked for pallets delivered/number of cartons. Any signatures provided will confirm the quantity of pallets/cartons received, 'unexamined'. Incomplete deliveries may be refused on arrival and any shortages or variations will be notified in writing to our Publisher who may make any claims within 48 hours.
- 2.3 Deliveries must arrive in good time on the day of booking. Failure to warn of non-delivery or lateness will mean that delivery will be placed at the end of the queue or refused and will then need to be re-booked.
- 2.4 The Warehouse is open for deliveries during the following hours.
  - **Monday – Friday 8.30am to 4pm**

### **3. Inbound Supplier Information**

- 3.1 All books must be sent in either cartons or binders packs. Cartons are preferred where possible as these provide the greatest protection for goods.
- 3.2 A packing list must be included with the delivery and the carton in which it is located clearly labelled.
- 3.3 Documentation should detail the following:
  - Publisher**
  - Title/ISBN**
  - No of Cartons**
  - Quantity per carton**
  - Total quantity per title**
  - Total Qty of shipment**
  - Purchase Order Reference**
  - Name of Carrier**
- 3.4 A packing list should be sent in advance to the Goods In Department via email.  
Email address: [goodsin@nbninternational.com](mailto:goodsin@nbninternational.com)
- 3.5 All publishers importing goods in to the UK must instruct their shippers to ship the goods "DDP" (Delivered Duty Paid).
- 3.6 Where publishers are importing goods from outside the EU (either from a distribution center or a printer), they should be registered with HMRC for an EORI number. This number must be notified to any shippers or agents bringing goods in to the UK. This ensures that any duty or tax will be recorded against the publishers' EORI number and not NBNi's number.

## HMRC state that:

“Within the EU, most goods can be imported with minimal customs control and, mostly, no import duty or VAT to pay.

Imports from outside the EU are treated differently:

- you must make an import declaration to customs
- you generally have to pay import duty and import VAT (plus VAT on import duty), although use of some customs procedures may suspend or relieve you from these taxes”

For further information on VAT/EORI, please see the following links:

General EORI information and how to apply:

<https://www.gov.uk/guidance/eori-supporting-guidance>

Form for publishers with VAT numbers:

<https://online.hmrc.gov.uk/shortforms/form/EORIVAT?dept-name=&sub-dept-name=&location=43&origin=http://www.hmrc.gov.uk>

Form for publishers without VAT numbers:

<https://online.hmrc.gov.uk/shortforms/form/EORINonVATImport?dept-name=&sub-dept-name=&location=43&origin=http://www.hmrc.gov.uk>

The EORI team can be contacted via an online form as below link:

<https://online.hmrc.gov.uk/shortforms/form/EORIContact?dept-name=&sub-dept-name=&location=43&origin=http://www.hmrc.gov.uk>

NB: since 2009, importer’s VAT or TURN numbers alone are no longer sufficient for these purposes. Those with TURN numbers should have been allocated an EORI as a matter of course. If in doubt, apply for an EORI as otherwise all goods imported without one get held by customs and additional charges applied.

The attached links provides further guidance on this importing into the UK in general

[http://customs.hmrc.gov.uk/channelsPortalWebApp/channelsPortalWebApp.portal?\\_nfpb=true&\\_pageLabel=pageImport\\_ShowContent&id=HMCE\\_PROD1\\_028517&propertyType=document](http://customs.hmrc.gov.uk/channelsPortalWebApp/channelsPortalWebApp.portal?_nfpb=true&_pageLabel=pageImport_ShowContent&id=HMCE_PROD1_028517&propertyType=document)

If you have any queries on VAT/TURN/EORI, please contact Tony Woodley on: Tel:

+(0) 1752 202309 / Email: [twoodley@nbninternational.com](mailto:twoodley@nbninternational.com)

#### **4. Pallet/Carton Specifications**

4.1 Pallet dimensions are 1200mm x 1000mm. Pallets are to be treated, 4 way entry, full perimeter base (see photo below) made to BS2629.



4.2 Cartons must not overlap the edges of the pallet and must not exceed 1200mm in height or a weight of 1000kgs.

4.3 Layers or tiers of cartons to be stacked in an interlocking form.

4.4 Cartons that are not completely full should be clearly marked and placed on top of the pallet.

4.5 Cartons / Binders Packs not to exceed a weight of 17kgs. Please note that this is reduction in weight from previous documents.

4.6 Cartons / Binders Packs must be clearly labelled with the following information:

- **Publisher**
- **Title**
- **ISBN 13**
- **Quantity**

4.7 Boxes with more than 1 title (ISBN) must be clearly marked as 'mixed' and books arriving not in cartons or binders packs will not be accepted.

## 5. Month End Closing Dates

The final processing days and the final delivery days for normal stock titles for 2017 are as follows - please note that any US deliveries of only to order titles or split deliveries should allow an additional three days for processing due to the stock volume received and time taken to process. Please note that stock must be delivered by midday on the date shown to ensure release for invoicing in the month concerned.

Your co-operation in ensuring that stock is delivered by these dates will be appreciated.

	<b>Processing date</b>	<b>Delivery date</b>
January	Wednesday 31st	Wednesday 24th
February	Wednesday 28th	Wednesday 21st
March	Friday 30th	Friday 23rd
April	Monday 30th	Monday 23rd
May	Thursday 31st	Thursday 24th
June	Friday 29th	Friday 22nd
July	Tuesday 31st	Tuesday 24th
August	Friday 31st	Friday 24th
September	Friday 28th	Friday 21st
October	Wednesday 31st	Wednesday 24th
November	Friday 30th	Friday 23rd
December	Monday 31st	Thursday 20th

If you have any data input that is critical to the end of a particular month, please ensure that we receive it in Plymouth in sufficient time for processing to take place before the date(s) listed above.

Please note that this facility will be open, apart from Bank holidays, with a reduced staff over Christmas and New Year, but that Goods in deliveries will not be accepted during this period.

## 6. Where are we?

NBN International, Airport Business Centre (ABC), 10 Thornbury Road, Plymouth, PL6 7PP  
Reception - Tel: 01752 202300

If you're online you can find full directions from the A38 here: <http://tiny.cc/findnbni>

Directions from Exeter / A38 (westbound):

- ◉ Approach Plymouth on the A38 from Exeter
- ◉ The road becomes three lanes as you near Plymouth and descends to a flyover above a large roundabout (Marsh Mills). To the left is Sainsburys.
- ◉ Stay in one of the outer lanes and go over the flyover. Take the left exit immediately after the flyover (Estover/Leigham). The slip road leads up to a roundabout above the A38 dual carriageway (CONT.)

- 📍 Take the third exit and proceed along Forder Valley Road (B3413) past a service station on the right, up to traffic lights.
- 📍 Turn right at the lights into Novorossiysk Road (B3432). Proceed through the lights halfway up the hill (Asda on your left) to the roundabout at the top.
- 📍 Take the first exit from the roundabout into Plymbridge Road
- 📍 Take the first left into Thornbury Road and follow the road round to ABC. Follow the signs for Goods inwards to the rear of the premises.

## **7. Contacts**

NBN International  
Goods In  
Airport Business Centre,  
10 Thornbury Road  
Plymouth  
PL6 7PP

### **Primary Contact:**

Goods In: Phone: **+44(0)1752 202370** – Please note this is a change to the previous number, so please amend your records and those of printers/carriers.

Email: [goodsin@nbninternational.com](mailto:goodsin@nbninternational.com)

Please leave messages on the above phone line stating:

- Carrier or courier name
- Publisher name
- No. of boxes and/or pallets
- Preferred date of delivery
- Contact number
- Email contact