

# Packing and Delivery Specification Document for External Sources

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# Introduction

**Our warehouse is located at 1 Deltic Avenue, Rooksley, in Milton Keynes.**

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 Ingram Publisher Services UK can be processed through the Goods In procedure efficiently, effectively and safely.

Our usual service levels are 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.

# 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.** Please ensure all deliveries are booked in by emailing **IPSUK.GoodsIn@ingramcontent.com**.

Carriers should leave a message stating:

1. Carrier or courier name
2. Publisher name
3. No. of boxes and/or pallets
4. Preferred date of delivery
5. Contact number / Email contact

PLEASE NOTE THAT IT IS OF VITAL IMPORTANCE THAT ALL DELIVERIES ARRIVE WITH THE CORRECT PAPERWORK ATTACHED. WITHOUT PAPERWORK WE CANNOT GUARANTEE TIMELY SERVICE, AND STOCK WILL NOT BE BOOKED IN UNTIL DOCUMENTATION IS RECEIVED.

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.

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.

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.

The Warehouse is open for deliveries during the following hours: **Monday – Friday 8.30am to 2:30pm**

# Inbound Supplier Information

All books must be sent in either cartons or binders packs. Cartons are preferred where possible as these provide the greatest protection for goods.

A packing list must be included with the delivery and the carton in which it is located clearly labelled.

Documentation should detail the following:

1. Publisher
2. Title/ISBN
3. No of Cartons
4. Quantity per carton
5. Total quantity per title
6. Total Qty of shipment
7. Purchase Order Reference
8. Name of Carrier

A packing list should be sent in advance to the Goods In Department via email.

Email address: **IPSUK.Goodsin@ingramcontent.com**

All publishers importing goods in to the UK must instruct their shippers to ship the goods "DDP" (Delivered Duty Paid).

Where publishers are importing goods from outside the UK (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.

# Pallet/Carton Specifications

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



Cartons must not overlap the edges of the pallet and must not exceed 1200mm in height or a weight of 500kgs.

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

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

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

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

1. Publisher
2. Title
3. ISBN 13
4. Quantity

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.

# Month End Closing Dates

The final processing days and the final delivery days for normal stock titles for 2019 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.

	Processing Date	Delivery Date
January	Friday 29th	Friday 22nd
February	Friday 26th	Friday 19th
March	Wednesday 31st	Wednesday 24th
April	Friday 30th	Friday 23rd
May	Friday 28th	Friday 21st
June	Wednesday 30th	Wednesday 23rd
July	Friday 30th	Friday 23rd
August	Tuesday 31st	Tuesday 24th
September	Thursday 30th	Thursday 23rd
October	Friday 29th	Friday 22nd
November	Tuesday 30th	Tuesday 23rd
December	Thursday 30th	Wednesday 22nd

If you have any data input that is critical to the end of a particular month, please ensure that we receive it 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.

# Where Are We?

**NBN International, 1 Deltic Avenue, Rooksley, Milton Keynes, MK13 8LD, UK**

If you're online you can find full directions here: <http://bit.ly/nbnlocation>

Or scan this QR code from your mobile device:



And our distribution centre looks like this...



# Contacts

**IPS UK**  
**Goods In**  
**1 Deltic Avenus**  
**Rooksley, Milton Keynes, MK13 8LD, UK**

## **Primary Contacts:**

Email: [NBNI.Goodsin@ingramcontent.com](mailto:NBNI.Goodsin@ingramcontent.com)

Warehouse Administration: Phone: +44(0)1752 202386

## **Please leave messages on the above phone line stating:**

1. Carrier or courier name
2. Publisher name
3. No. of boxes and/or pallets
4. Preferred date of delivery
5. Contact number
6. Email contact