

Delivery and Packaging Standards



Introduction

Tower Supplies will work in a collaborative way with its Supply partners to establish a lean and efficient Supply Chain and ensure the safe receipt and handling of all deliveries. The Delivery and Packaging Standards contain valuable information and form an integral part of our agreement.

Tower Supplies expect that these standards will make it easier for its supply partners to provide products and services to Tower Supplies and by accepting a purchase order / delivery schedule from Tower Supplies you agree to supplying products / services in accordance with these standards.

Order Acknowledgements

Purchase orders / scheduled agreements contain valuable information such as delivery dates, delivery address, product specifications and quantities ordered. As such, an order acknowledgement should be sent by close of next business day. If Tower Supplies supply partners make any amendments to the information on the purchase order / scheduled agreement, Tower Supplies will notify the partner if this is not acceptable. No further changes should be made once the acknowledgement is issued to schedule, quantity or items. If an urgent change is required, this needs to be agreed by Tower Supplies prior to delivery.

Deliveries

Confirmation of delivery dates should be received within 24 hours of the supply partner receiving the purchase order / scheduled agreement and should align with the agreed contracted lead time. At times an accelerated delivery may be requested by Tower Supplies, in these circumstances, the delivery date should be confirmed to Tower Supplies prior to the release of the purchase order / scheduled agreement.

To enable efficient unloading and reduce vehicle waiting time, all deliveries of three pallets or more must be booked minimum 48 hours in advance by using the relevant contact details: -

Holton Heath: 01202 630831 goods.in@towersupplies.com

Dorset Business Park: 01202 149852 dbp.goods.in@towersupplies.com

Every effort will be made to accommodate the supply partners requested delivery date and time although Tower Supplies has limited slots for unloading, priority will be given to deliveries booked exactly to their schedule.

Deliveries that miss their slot by more than 30 minutes may be asked to wait or even rebook if there is no further capacity.

Receipting

In order to support a smooth and effective invoice reconciliation and payment process for products and services, please send a copy of your delivery note / packaging slip with your invoice.

Tower may from time to time request a proof of delivery (POD). If no such POD can be provided, goods will be deemed not to have arrived and Tower will require a credit note to cancel the associated invoice.

Subject to Tower requesting the POD within 2 business days of the receipt of invoice, any payment terms associated with that invoice will not commence until receipt of POD. E.g. an early payment discount window would commence from the date the POD is received, not the invoice.

Signature of Tower Supplies representative, printed name, date and time must be clearly visible on all "POD's".

There must be a clear unique link between the "POD" and the delivery note / packing advice-slip accompanying the products / services being provided.

Direct Deliveries

Where products and Services have bypassed a Tower Supplies warehouse (e.g. direct to customer or 3PL delivery point), the supply partner must get a signed POD and ideally photos. They must ensure a copy of the POD and delivery note / packing slip is emailed within 24 hours of delivery to purchasing@towersupplies.com. Direct delivery invoices will not be accepted without Proof of Delivery.

Environment

It is the responsibility of both Tower Supplies and its supply partners to jointly develop the packaging and protection of products. This will ensure the integrity of the product through the supply chain to the end user.

To help protect the environment, reusable packaging / stillage's will be encouraged and should be considered where practicable.

Hazardous Product

Safety data sheets for chemicals and products must be provided by the supply partner to meet their legal responsibilities. Safety data sheets should contain appropriate information such as hazard/health effect details and the general precautions needed when handling / using the products supplied.

To identify hazardous substances and ensure correct control measures are established, only authorised Tower Supplies Managers are permitted to request new products for use/trial. The Supply partner must provide a Safety Data Sheet (MSDS) and must receive in writing approval from Tower Supplies H&S department before any products / substance is delivered to a Tower Supplies facility.

Delivery and Packaging Standards cont...



Products / Chemicals brought to site by supply partners to be used by supply partners employees must have an appropriate COSHH assessment and should be included in the relevant risk assessment for their work activities. In all cases disposal of product / chemicals will be in accordance with the COSHH assessments and site environmental procedures.

Escalation

Performance of deliveries will be monitored, and Tower Supplies will advise its supply partners when deliveries fall short of the expectations set within the standard. Information will normally be provided within 48hrs of the delivery. Where shortfalls are identified, Tower Supplies purchasing department will work jointly with the supply partner to establish an improvement plan. Deliveries deemed unsafe to unload will regrettably be refused, also continued shortfalls against the standard may result in deliveries being refused. Should a supply partner have any further enquiries, please contact Tower Supplies purchasing department on +44 (0)1202 305501 or email purchasing@towersupplies.com

Required Documentation

- All deliveries must be accompanied by a delivery note.
- Delivery Notes must contain the following information.
- Supply partners name and address
- Delivery address
- Tower Supplies purchase order number(s)
- Tower Supplies and supply partners part number
- Quantity ordered, quantity being delivered and any quantity outstanding.
- Gross and net weight in Kgs
- Serial numbers (where applicable)

Delivery Presentation & Packaging

- Different line items as specified on the Tower Supplies Purchase Order must be separately packed. If more than one part number is placed in the inner package they must be adequately segregated within the overall package.
- If a case/package contains mixed items, this must be clearly marked on the case/package itself with a coloured label declaring "Mixed contents".
- Where a Tower Supplies part number covers a kit of components, these must be delivered all together. Where a supply partner's delivery constitutes several products against one part number, the component items must be clearly labelled.
- When delivering more than one package, all packages and pallets should be clearly marked with the appropriate box number (for example: 1 of 2, 2 of 2 etc...)
- For Health & Safety reasons, individual items weighing more than 25kgs must be wrapped and securely fastened to a pallet or other device suitable for Mechanical Handling Aids. The total weight must be clearly indicated on the package.
- We accept deliveries on weekdays between 07:00 and 16:00 hrs. Deliveries at any other time may be accepted, but strictly by prior agreement.
- Products with a limited shelf life must clearly state the 'use by' date on the product, the packaging and where possible, on the delivery note. Goods should be supplied with at least 80% of the shelf life remaining.
- No product should extend beyond the perimeter of its' supporting pallet. Where this is unavoidable, the overhang should be clearly marked as oversized.
- All pallets and cases should be stable and unable to topple over when lifted for unloading. Where a heavy load is covered by an outer casing the internal load must be centrally balanced and secure. Where the loading is uneven the outer case must have the fulcrum point or forklift lift points clearly and indelibly identified.
- Dedicated lifting points must be marked accordingly.
- Any pallets being used to transport product should be of suitable quality to ensure the integrity of the product. Pallets used should be 1200mm x 1000mm, 4-way entry with full perimeter base and should not exceed 1600mm in height (including the pallet) unless previously agreed. Total weight to be no greater than 750kg.
- In the case of fragile products, these items should be adequately packaged to eliminate any risk of damage whilst in transit and during product handling and storage. There should be a visual window to enable inspection without the need to unpack the product.

Any products delivered requiring serial number traceability for warranty purposes should display the individual serial numbers on both the delivery paperwork and outer packaging. This is essential for the immediate identification of products at any given time.