



An Orbital Marketing Services Group Company



## BOOKING IN PROCEDURES AND SPECIFICATIONS

- ◆ All goods must be booked in with **OPERATIONS** prior to delivery of goods. 09.00 to 17.30 Monday to Friday. **Tel 01233 211211 or Email Tony.Godden@omsg.co.uk**
- ◆ Bookings are 24 hours in advance. Same day bookings will only be taken if booking slots are available.
- ◆ Deliveries are between 8.30 and 16.45 Monday – Friday (These times are subject to revision)
- ◆ When booking in please give details as follows:-

<b>CLIENT NAME (TOUR OPERATOR)</b>	<b>ITEMISED BROCHURE/GOODS DESCRIPTION (Overprinted – Edition)</b>
<b>LOOSE OR PACKED (pack sizes/mixed pack sizes)</b>	<b>NUMBER OF PALLETS</b>
<b>TIME AND DATE OF INTENDED DELIVERY</b>	<b>CONTACT NAME AND TELEPHONE NUMBER</b>

- ◆ Operations staff will give a booking time (as close to the time requested) along with a booking reference that must be quoted at time of delivery.
- ◆ Booking will be made in 45-minute slots. If a booking slot is missed, then delivery will wait for next available slot, on first come first served basis.
- ◆ Telephone number and contact name must be left, as the delivery may need to be redirected to another warehouse.
- ◆ On arrival the driver must report to **GOODS IN** before moving into the unloading area.
- ◆ **Vehicles will be parked ready to unload and prior to unloading the driver must pass his keys to the warehouse office, these will be placed in a secure box and the drivers issued a numbered tag, once the delivery is complete the driver can hand back the tag and his keys will be returned.**
- ◆ **All unloading will be made through the side of the vehicle in the yard area. However, deliveries made in boxed vehicles will be accepted, but the driver will be required to assist with the unloading.**
- ◆ All deliveries must be accompanied with a **full delivery note** with the following details:-

- NAME OF CLIENT AND BROCHURE/ITEMS**
- NUMBER OF PALLETS AND PALLET QUANTITIES**
- TOTAL AMOUNT OF BROCHURE/ITEMS**
- BOOKING TIME AND REFERENCE**

- ◆ Deliveries must be made on strong pallets.

a) Standard 4 way pallets	1.2m X 1m	c)	weight no more than 1000 kilos
b) Euro 4 way pallets	1m X 0.75m	d)	height no more than 1meter

### **Each pallet must carry a label stating**

- Client name
- Description of material
- Pallet quantity & Pack size

**FAILURE TO COMPLY WITH THESE REQUIREMENTS MAY LEAD TO DELAYS OR REFUSAL TO UNLOAD**

**Menzies Distribution**  
The Boulevard  
Orbital Park  
Ashford  
Kent  
TN24 0GA