

The Mailshop Mailing Limited

Product material & Delivery Specification

Effective from 12th November 2018

**DELIVERY ADDRESS:
Unit 1 Daniels Way
Hucknall
Nottingham
NG15 7LL**

All deliveries must be booked via email at least 24 hours before:
deliveries@themailshop.co.uk
Telephone bookings will not be accepted.



If you have any doubts regarding this specification, please contact us prior to your production.

Specifications are updated regularly, please visit www.themailshop.co.uk for the latest version.

1)Booking in goods

To ensure transparency to our clients all deliveries must now be booked in via email. Telephone calls will **not** be accepted for booking in goods.

An automated response from our system will be sent to confirm your email has arrived with us, from this point we will reply to your email no longer than 2 hours after this time.

If your email is sent after **3pm**, we will endeavour to get back before 5pm (2-hour email reply) however we cannot guarantee booking slots for the next day for any emails sent after this time.

When requesting a delivery booking please include the following in your email: -

- ✓ **Your Customer**
- ✓ **The title of the goods you are trying to book in**
- ✓ **The number of pallets**
- ✓ **Your requested time (we will endeavour to get you in approximately around this)**
- ✓ **Your clients requested delivery date**
- ✓ **Copy of the delivery note (if this is not available at time of booking, please send at least 24hrs prior to the delivery).**

Without the above information, we are unable to provide you a delivery booking.

Delivery bookings are available in 10-minute slots, Monday to Friday.

All confirmed bookings will get an email to confirm acceptance, this must be checked by the delivery company to ensure the correct quantity and number of pallets of delivery.

For deliveries that deviate from booking, the delivery can be refused.

If you do not have any booking reference, then the two options stated below become applicable.

- a) The delivery company to take the goods away and make a new booking (minimum 24 hours' notice required).

OR

- b) The goods can be stored in our offsite storage company at costs of:
£5.00 per pallet loading / unloading £3.00 per pallet per week (or part of) storage
The delivery company or customer will also be charged for collection from the offsite storage facility (these are charged per consignment.)

Deliveries outside the hours of 7:00 and 15:00, Monday to Friday maybe subject to additional charges.

2) Delivery Paperwork

All delivery notes must be in clear concise English.

They must state the following:

- ✓ **Booking reference**
- ✓ **Description of goods**
- ✓ **Quantity of pallets**
- ✓ **Quantity on pallets**
- ✓ **Total quantity**

Failure of the above may cause the goods to be refused by our warehouse.

All deliveries are signed for as "Unchecked". Therefore, we cannot accept responsibility for under/ over or incorrect deliveries.

All stock is booked in at the qty stated on the paperwork accompanying the goods.

3) Material Presentation

The following information is used to make the production as run efficiently as possible.

Should you be unable to meet any of the following requirements, please contact The Mailshop or your customer to verify prior to delivery if in doubt.

We may take photos for proof of any delivery queries.

3.1) Material Presentation – PALLETS

Under no circumstances should pallets on a delivery be mixed different stock.

All pallets must contain **one** version.

If pallets are mixed, we will unload the goods and charge to split the pallets down.

The charge for this is **£25 per pallet** and will be charged directly to the customer.

Damaged pallets and/or poorly presented pallets/ stock **will be refused**.

We are unable to accept wooden pallet tops or chipboards, you may use cardboard tops only.



NOT ACCEPTABLE

Pallets such as these examples will be rejected upon delivery



ACCEPTABLE

Suitable Pallet Stacking

All pallets must be presented in a manner whereby they can be double stacked – failure to do so will mean additional storage charges.

Correct:



Poorly presented example:



Any poorly presented pallets **may be rejected**.

We are only able to accept the following pallet sizes:

- ✓ Euro Pallets
- ✓ 1200mm x 1000mm

Any pallets delivered that do not meet the above specification will be rejected, including printer's & Blue Chip pallets.

Important pallet specification information

Failure to comply to the above specification may lead to additional costs, these will be charged on a per thousand rate.

- All pallets must have a minimum of two pallet tickets.
- Ideally when the pallet is loaded the pallet label should face out to easily identify the product.
- Cardboard corners should be used to protect items where necessary.
- All pallets must be pallet wrapped with clear wrap. See above for example.
- If the pallet contains bundles, the qty of bundles should be stated on the pallet ticket.
- We are unable to accept wooden pallet tops or chipboards, you may use cardboard tops only.
- If pallet layers are required, these must be single leaf cardboard only and not wooden.

3.2) Material Presentation – BOOKS/MAGAZINES/CATALOGUES & ITEMS STICED GREATER THAN 4PP

At the maximum books/magazines/catalogues should be single strapped.
Paper strapping is preferred if required.
Ideally all books should not be strapped.

Acceptable presentation:

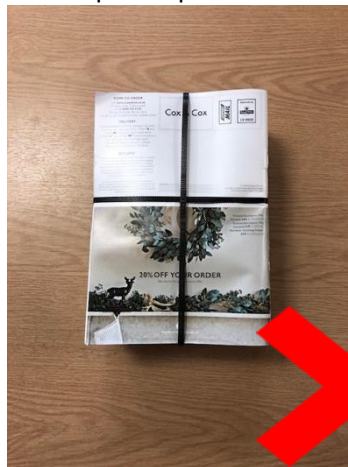


NO STRAPPING
Ideal method of packaging



SINGLE STRAP
Single strap if required

Unacceptable presentation:



STRAPPED TWICE

Cross strapping or Shrink Wrapping is **NOT** accepted.

All books/magazines/catalogues **must** have the minimum amount of turns possible i.e. a bundle of 50 books should only be turned **once** with the books facing 25 each direction.
The minimum magazines / books in 1 turn must be **no less than 20**.

Any books/magazines/catalogues that have more than 1 turn or less than 20 items in a turn without prior discussion will be rejected or will be subject to additional charges on commencement of production.

Unacceptable boxed examples:

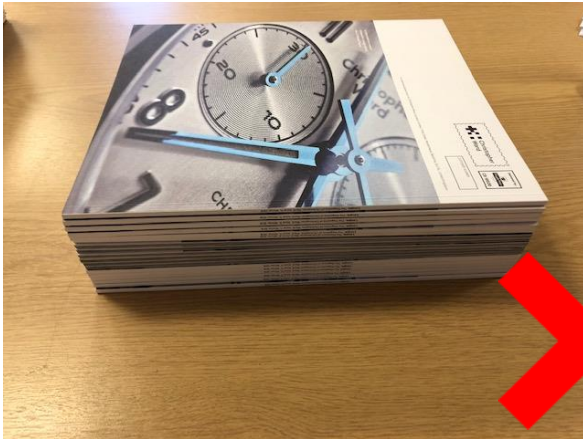


NOT ACCEPTABLE
Books/Magazines/Catalogues are boxed



NOT ACCEPTABLE
Books/Magazines/Catalogues are paper strapped and boxed

Unacceptable turns example:



NOT ACCEPTABLE
Books/Magazines/Catalogues turned multiple time like the above example will not be accepted.

We are unable to accept wooden pallet tops or chipboards, you may use cardboard tops only.

3.3) Material Presentation – INSERTS / 3RD PARTY ITEMS / 2PP CARRIERS

All items **must** be boxed; they should all face the same direction in the box – no turns.
Each box should be marked up / labelled with the insert description and quantity.

Inserts/Onserts should be produced on a minimum 100gsm paper unless agreed prior to delivery directly with The Mailshop.



ACCEPTABLE

Boxed inserts all facing the same direction



NOT ACCEPTABLE

Inserts turned throughout the box

If the above is not adhered to then the additional charges may be incurred and charged on per thousand rate.

Under no circumstances should pallets be mixed with different stock.

We can unload mixed pallets but this will incur a standard warehousing charge to split the pallets down of £25.00 per pallet and will be charged directly to the customer.

We are unable to accept wooden pallet tops or chipboards, you may use cardboard tops only.

Any doubts in the stock presentation should be verified directly with The Mailshop

3.4) Material Presentation – PERSONALISED LASERING STOCK

To ensure the maximum efficiency, Stock for lasering must not be supplied as single sheets.

Example: A5 carriers will be 4 up on A3.

Lasering stock must be boxed & within the boxes all paper should be facing up.

A sample of the stock should be attached to the lid of every box for quality control purposes.



Acceptable

Copy of material securely attached to boxes.



Acceptable

Contents of box all facing same direction facing up or down



Paper supplied for lasering must be of a minimum 100gsm laser compatible.

It is recommended that we receive samples prior to production to ensure the material is fit for laser print production

3.5) Material Presentation – POSTCARDS/ OFFLINE INKJET ITEMS/ CBC / OCR / MAILMARK

For offline ink-jetting on one-piece mailers, postcards or CBC / OCR / Mailmark items need to be presented on a porous paper or uncoated stock.

The offline inkjets that we use are quick dry non-solvent based for high quality and will not dry on non-porous/coated stock.

We will not know about unsuitable stock until the physical stock goes live on to the machine.
If in doubt, please contact us.

3.6) Material Presentation – NAKED INKJET CATALOGUES

All naked books / magazine / catalogues must be supplied on pallets bundled, face down with the inkjet panel facing up.

We are unable to accept wooden pallet tops or chipboards, you may use cardboard tops only.

Correct example of naked catalogue presentation:



3.7) Material Presentation – CARRIERS

Lasering Carrier Sheets: The stock needs to be palletised, boxed and **facing up**.

Inkjet Carrier Sheets: The stock needs to be palletised, bundled and **facing up**.

If a pallet top is required, please ensure cardboard is used as we are unable to accept pallets with wooden pallet tops or chipboards.

3.8) Material Presentation – ENVELOPES

All envelopes must be supplied boxed in cross folded boxes and not sellotaped.

As the envelopes are going to be run on mechanical enclosing lines for insertion they must be of a gummed machine-able specification, with the seam seals on the outside.

3.9) Material Presentation – PRINTED OR CLEAR POLYTHENE

Any polythene that is supplied must be of a low slip density with anti-static additive. Should you have any doubts over this please ask for a sample of our stock poly film to product match with.

Polythene must be a minimum of 25 micron.

Reel sizes are as follows: -

WIDTH (mm)	WEIGHT (MIN - MAX)
250 – 380	40 – 50kgs
380 – 420	50 – 55kgs
420 – 600	50 – 60kgs

4) Delivery Drivers

When drivers arrive at the premises they must pull up outside the premises.

Under no circumstances should drivers pull straight into the yard.

All drivers are then required to report to the warehouse department which is located to the left-hand side of the premises, we advise wearing a high visibility vest.

At this time, they must give their full booking reference number and paperwork.

They will be given further instructions from the warehouse department.

For health and safety reasons once the delivery vehicle has been pulled into the premises the driver must remain in the truck at all times unless instructed to do so.