



bringing marketing plans to life

Supplier Guidelines Version 4.1

Procedures and advice for **Booking-In** and **Delivering Goods** to mda

mda is proud of our high service standards and would ask that you help us to provide our mutual clients with high quality, low cost service by adhering to the requirements outlined in this document



- ✦ We provide monthly reporting to all clients on Supplier Performance against these Supplier Guidelines
- ✦ We **will charge clients / mda Procurement suppliers** where performance failures occur in the areas below to recover the increased costs of handling your delivery
- ✦ It is likely that our respective clients will then pass this charging on to you

✦ 'Delivery Issue'

✦ A fixed charge will be made if **any** of the following occur:

- ✦ Paperwork not supplied with delivery
- ✦ Delivery is refused
- ✦ Delivery doesn't arrive or is cancelled with less than 24hrs notice
- ✦ mda Item Code not on paperwork
- ✦ mda Item Description not on paperwork
- ✦ Delivery Information (e.g. number of packs/cases/pallets) not on paperwork

✦ 'Product Presentation Issue'

✦ A fixed charge per pallet if any of the following occur which necessitates re-work by mda:

- ✦ Pallets received in poor condition
- ✦ Packaging received in poor condition
- ✦ Not on UK 4-Way Full Perimeter Base pallets
- ✦ Cartons not labelled in accordance with these Supplier Guidelines (See Product Labelling section)
- ✦ Pallets not labelled in accordance with these Supplier Guidelines (See Pallet Labelling section)
- ✦ Cartons over pallet parameters
- ✦ Cartons stacked over 1.2m high



Part A: Supplier Information Booking-In

- 📦 All deliveries **must** be booked-in prior to arrival
- 📦 At busy times booking slots may be operating **up to 10 working days in advance** so please book early
- 📦 There is no guarantee you will receive a slot sooner than 10 working days in advance
- 📦 Deliveries not booked-in will be rejected
- 📦 No deliveries are deemed to be booked in until you receive your nine-digit Booking Reference Code

- 📦 Up to 10 cartons may be delivered without a pallet being required
- 📦 Mixed pallet deliveries are acceptable although there should never be more than one part pallet per items per delivery

- 📦 Booking slots available are:
 - 📦 Deliveries of 5 or more pallets: 7am to 5pm in 30 minute delivery slots
 - 📦 Deliveries of up to 4 pallets: 7am to 12 noon, non-time specific slot
 - 📦 Deliveries of less than 1 pallet 7am to 5pm, non time specific slot

- 📦 We are also able to offer Repeat Booking Slots for suppliers making regular periodic deliveries to mda and Provisional Booking Slots- please call the bookings line to discuss with the mda Inbound team

- 📦 Cancellations for Repeat or Provisional Bookings Slots must be made more than 72hrs in advance
- 📦 All other slots must be cancelled more than 24hrs in advance
- 📦 When cancelling, a Cancellation Reference Code will be issued to avoid a performance failure charge



Part A: Supplier Information Booking-In Contact Details

***If so, the initial delivery of the Item will require a Material Safety Data Sheet supplying 24hrs in advance of delivery**



Phone

- Booking-In Lines are open from 9am to 5pm Monday to Friday (supported by a voicemail system)
- Booking-In Line: 01254 295 295
- After providing the required information you will receive a Booking Reference Code confirming your slot



Email

- Booking-In E-mail: traffic@mdalimited.co.uk
- Please provide all required information (overleaf) together with your preferred booking date and time
- Within 4 working hours will receive your Booking Reference Code, confirming your booking slot
- Do not presume your delivery is booked-in unless you receive a Booking Reference Code

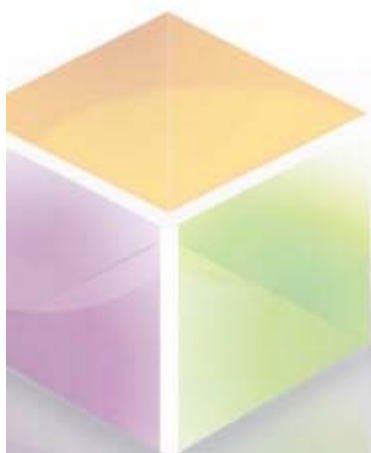


In order to ensure your booking is accepted, please have the following information available:

- What is the mda Item Code and mda Item Description of the goods?
- How many pallets and/or cartons would you like to deliver?
- For which mda Client is the stock for? (If ordered by mda, quote 'mda')
- What is your Supplier Name, Contact Name and Contact Details?
- Are you using your own transport or a third-party carrier?
- Does the Item you're delivering necessitate a pallet over weight, over height or over width?
- Do any of these Items fall under the COSHH Regulations? *



Based on the above information you will be allocated a Booking Reference Code, Date and Time for your delivery as well as being advised which mda site you should deliver to



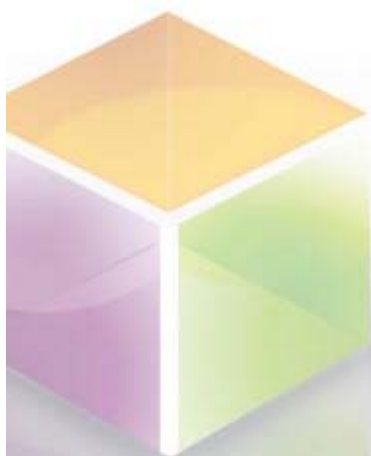
Part A: Supplier Information Delivery Paperwork

- ✎ All deliveries must be accompanied by Delivery Paperwork which must contain the following as a minimum
- ✎ An ideal layout for this information is contained on the following page and in the accompanying Supplier Templates pack- this can then be easily inputted into mda's systems to speed receipt of the delivery

✎ **Delivery Paperwork**

- ✎ Client Name (or "mda" is procured by mda)
- ✎ Your Supplier Name (if you have sub-contracted the job it should still feature your company name)
- ✎ Booking Reference Code
- ✎ PO Number (if delivering on behalf of mda or a client using PO Codes)
- ✎ For each individual Item:
 - ✎ mda Item Code
 - ✎ mda Item Description
 - ✎ Pack Qty (e.g. Pack of 100)
 - ✎ Number of Pallets
 - ✎ Number of Cartons on each Pallet
 - ✎ Number of Packs in each Carton
 - ✎ Total Qty of PACKS being delivered

- ✎ **IMPORTANT NOTE:** To reduce Client's transport and storage costs, you should maximise pallet fill/ cube and deliver only 1 part pallet per Item on each delivery. This will also have a positive environmental impact
- ✎ Upon receipt, mda are signing only for the quantity of pallets or cartons and as such receive "unchecked"
- ✎ If our Quality Control checks later reveal shortages these will be raised via our mutual Client for rectification



Template One: Delivery Paperwork

Client:	PO No.:
Supplier:	Delivery Date:
Booking Reference:	

1st Item	Stock Code	Pack Qty.	No. Pallets	Cartons per Pkt.	Packs Per Carton	Sub Qty.	Total Qty.
			X	X	=		
	Description					+ =	
			X	X	=		

2nd Item	Stock Code	Pack Qty.	No. Pallets	Cartons per Pkt.	Packs Per Carton	Sub Qty.	Total Qty.
			X	X	=		
	Description					+ =	
			X	X	=		



3rd Item	Stock Code	Pack Qty.	No. Pallets	Cartons per Pkt.	Packs Per Carton	Sub Qty.	Total Qty.
			X	X	=		
	Description					+ =	
			X	X	=		

Each Item has a top and bottom section for No. of Pallets/ Cartons Per Pallet/ Packs Per Carton/ Sub Qty etc. as all pallets on a delivery should have equal cases on them (built to the maximum pallet fill/ cube) with only one part pallet allowed (if at all necessary)

Part A: Supplier Information Pack, Carton & Pallet Labelling

Product Labelling →

 Each Pack should be labelled with (see template right):





-  mda Item Code
-  mda Item Description inc. Pack Size

Code: CC182COC8S0Z

Item: mda Table Talkers A5 (Pk10)

Carton Labelling →

 Each carton should be labelled with (see template right):

-  Client Name
-  mda Item Code
-  mda Item Description inc. Pack Size
-  Packs per Carton


Client: mda

Code: CC182COC8S0Z

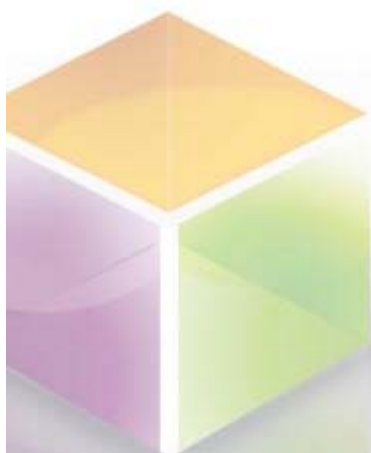
Item: mda Table Talkers A5 (Pk10)

Carton Contents: 20 Packs x 10

Pallet Labelling

 Each pallet should be labelled with a Pallet Label
(template overleaf):

-  Delivery Date
-  Client Name
-  Supplier Name
-  mda Item Code
-  mda Item Description
-  Cartons Per Pallet/ Packs Per Carton/ Total Packs on Pallet





PALLET LABEL

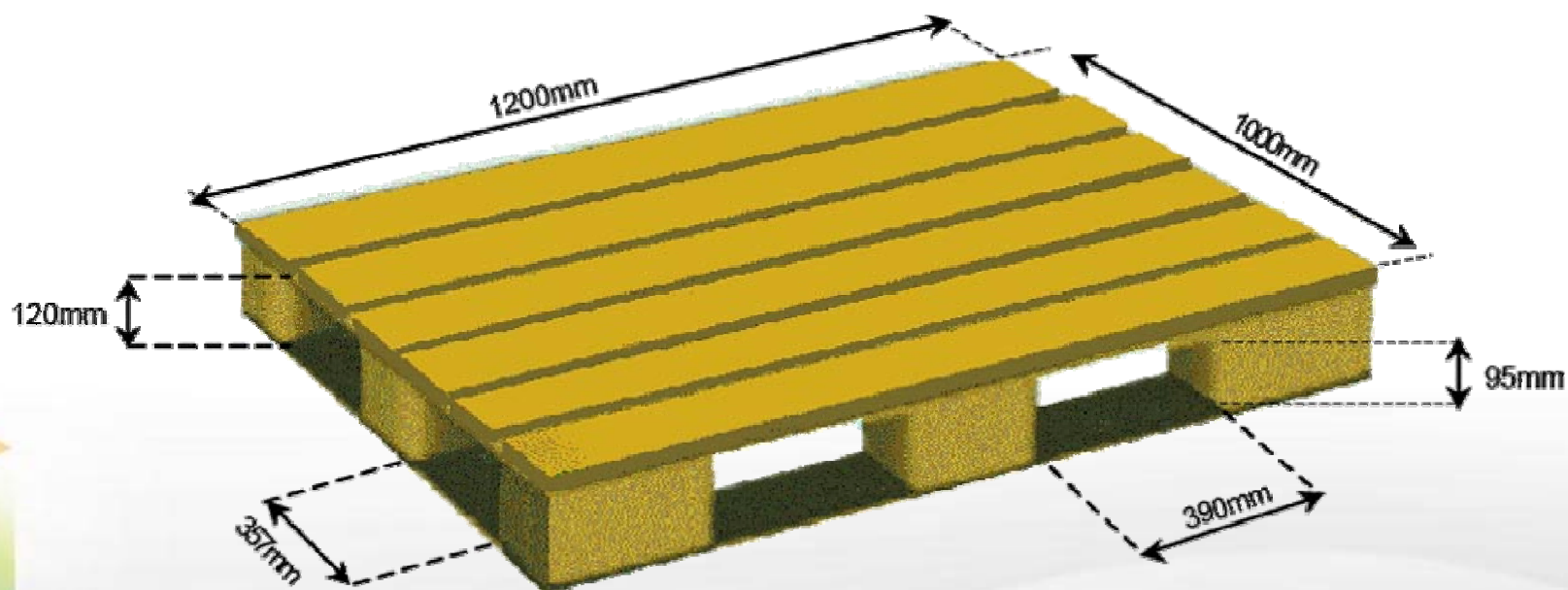
Delivery Date	
Client Name	
Supplier Name	
MDA Item Code	
MDA Item Description	

Cartons Per Pallet		Packs Per Carton:	
Total Packs on Pallet:			

Pallet		Of	
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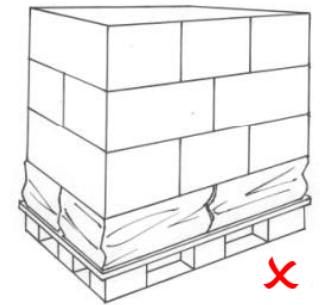
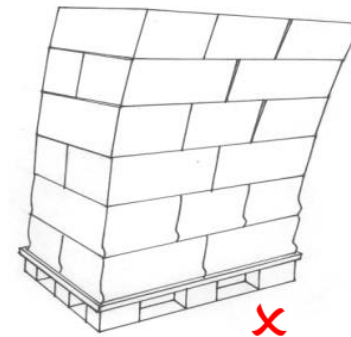
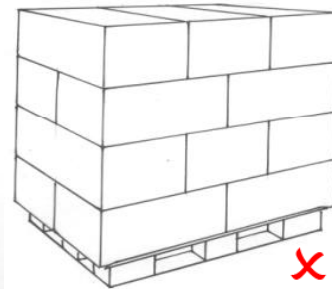
Part A: Supplier Information Utilising the Correct Pallet

- 1200mm x 1000mm, 4-Way Entry, full perimeter base
- Manufactured to BS ISO 6780
- Strictly NO CHEP/ Blue pallets/ 'Home-made' pallets**










Part A: Supplier Information Pallet Integrity

- ✦ All pallets must be fully shrink wrapped and labelled
- ✦ Maximum Pallet Weight 350kg
- ✦ Maximum Pallet Height 1.2m
- ✦ Product must not be stacked to overhand edges or exceed height or weight
- ✦ If Item dimensions/weight results in over height/ over weight/ over width, please discuss with us
- ✦ Deliveries not complying may be refused or re-worked with resulting costs charged to our mutual Client with a likely re-charge from them to you



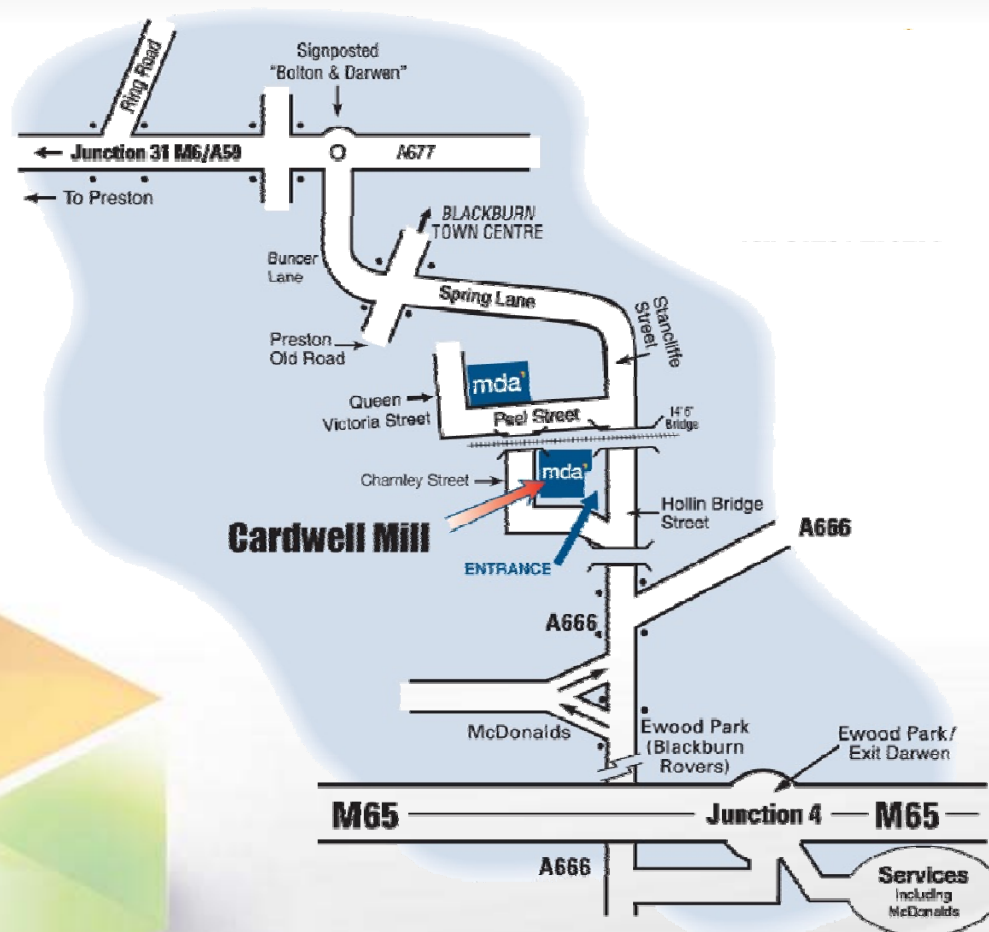
Part B: Delivery Drivers On-Site Procedures

IT IS COMPULSARY THAT ALL DRIVERS ADHERE TO ALL SITE SAFETY RULES

-  All drivers must immediately report to the Inbound department at all sites
-  NO driver is permitted to go directly to the Inbound bay area
-  High-visibility tabards must be worn at all times whilst on site
-  Vehicle doors must not be opened until an authorised mda Team Member has received your
-  delivery paperwork, cross-referenced the delivery booking slot and approved the delivery for unloading
-  Drivers must remain within sight of their vehicle at all times
-  All drivers must comply with the traffic management systems on site



Part B: Delivery Drivers Cardwell Mill Site



Cardwell Mill
Albert Street
Mill Hill
Blackburn
BB2 4BJ

Booking-In Line:
Tel: 00 44 1254 295 295

Main Switchboard:
Tel: 00 44 1254 278 279

Part B: Delivery Drivers Walker Park Site



Walker Park
Blackamoor Road
Blackburn
BB1 2LG

Booking-In Line:
Tel: 00 44 1254 295 295

Main Switchboard:
Tel: 00 44 1254 278 279