

Prolog Phase 1 (Caverswall House) - Goods In Guidelines

Address: Caverswall House (Phase 1), Little Oak Drive, Sherwood Park, Annesley, Nottingham, NG15 0DJ
Tel: 01623 724063 Email: phase1goodsin@prolog.co.uk

Booking-in Procedure

Please note: If goods are required for an upcoming campaign or urgent despatches please inform the goods in team so these can be located into fast moving locations. This will aid goods in and speed up the GRN process.

All suppliers (courier or supplier own transport) are required to pre-book in deliveries **a minimum 48 hours before the due date** by calling 01623 724063 between 6am – 10pm. The delivery slot offered will be dependent on available slots and this does not mean you will be given a slot within 48 hours, so please book at your earliest opportunity, if there is no response, please email: phase1goodsin@prolog.co.uk.

Hours of operation for container booking are **6am – 6pm***. For pallet & carton deliveries the opening hours are **6am – 9pm***.

Courier deliveries consisting of cartons or a maximum of one pallet will be given an open slot. Deliveries of more than 1 pallet will require booking in for a specific time.

*Under exceptional circumstances there may be opportunities to receive outside of these hours, please contact the booking in email address.

Information required when booking a delivery Slot:

- Preferred delivery window (date & time)
- Supplier name
- Contact details (telephone number)
- Client
- Number of pallets or cartons
- Unique Prolog delivery reference
- Brief description of products

Booking Reference: A Booking reference will be provided which must be quoted on all paperwork.

Deliveries arriving without a booking reference will be refused.

Delivery Slots: Deliveries arriving more than 30 minutes late may have to wait to be unloaded or in busy periods these will be refused.

Delivery Requirements

Pallet Specifications: All deliveries must be presented on pallets meeting the specification below.

- Dimensions: 1000mm x 1200mm. Maximum Weight: 500kg. Maximum Height: 1.4 metres, 4 Way Access

Carton/Package Labelling: All Cartons/Packages should be labelled with the following information:

- Stock code
- Product description
- Unit of measure (e.g. 1 = 25)
- Units per carton/Package
- 'Warning Heavy' sticker if the parcels are over 15kg

Delivery Note Specifications: Delivery notes **MUST** include the following information.

- Booking reference
- Unique Prolog delivery reference
- Stock code
- Product description
- Number of cartons/boxes/packages
- Carton/box/package quantity
- Total delivered quantity
- Unit of measure (e.g. 1 = 25)
- Note: All delivery documentation to be presented in duplicate to facilitate endorsement and/or signature for delivery. Drivers will be given as a minimum a signed box or pallet count and endorsed unchecked and agree that it relates to contents.

Delivery Receipt: All deliveries will be signed unchecked and any shortages will be confirmed to the client teams within one business day.

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Cancellation / Late Delivery / Unscheduled Deliveries

- **Cancelling/Changing Deliveries:** must be advised to Prolog a minimum of 24 hours prior to booking.
- **Unscheduled Deliveries:** arriving without a pre-booked delivery window may be refused. Before refusal Prolog will consult/escalate to client.
- **Late Deliveries:** arriving outside of their delivery window will be unloaded when time permits. A tolerance of 30 minutes against booking in time is allowed.
- Prolog will endeavour to meet unloading times indicated and will not be liable for any detention charges that are due to load non-conformity, downtime or circumstances outside of Prolog's control.

Site Rules

- Under no circumstances is overnight parking allowed on site.
- Drivers are permitted to arrive up to 2 hours in advance of the booking slot.
- All deliveries to be made through goods in and this is clearly sign posted from the entrance.
- Access to the yard can be gained by pressing the annunciator adjacent to the yard gate. The driver will be requested to confirm their booking reference.
- Instructions will be provided at that point guiding the driver to their loading dock/parking area.
- Drivers must wear hi-visibility clothing (vest) and leave vehicle keys with Prolog staff while unloading.
- All deliveries will be signed for unchecked and any discrepancies will be reported back to the client teams within one business day of delivery.

Map of Park



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