

## Butternut Box - Delivery Standards

### 1. Booking in Process with Rudie's Kitchen/Ace's Pantry

You will find all the information here as to what we need to ensure a smooth check-in process.

If these points are not met then the team has the right to turn away the load, although we will always try to be flexible.

Exceptional circumstances will be looked at as they arise.

To get a booking slot, please book onto the [Go Ramp Portal](#). A guide on how to use Go Ramp is at the end of this document. Please select the correct site for delivery given by supply chain, Rudie's Kitchen or Ace's Pantry. To create a booking on the portal you will be asked for the following information

- Date and time preferred
- Number of pallets
- Type of delivery - frozen, ambient etc
- Courier / Company making the delivery
- Purchase Order number
- Email for booking confirmation and booking reference

Your booking will be confirmed via email with a booking reference number

**Please do not send drivers to site without receiving a confirmation email and have a booking reference.**

Please ensure the drivers arrive at the designated time, if not then there may be delays to unloading or the load not accepted. If the driver is delayed please contact the Warehouse on **07971967959** or email [rkwarehouse@butternutbox.com](mailto:rkwarehouse@butternutbox.com)

**Delivery addresses:**

**Rudie's Kitchen address:** Unit 1, Blyth Rd, Blyth, Worksop S81 8HH

**Ace's Pantry address:** Unit 4, Blyth Rd, Blyth, Worksop S81 8HH

### 2. Booking in Process with external coldstore Magnavale

If booking a delivery with our external coldstore, Magnavale, please make sure to allow at least 5 working days before the required slot as Butternut Box has no control over the availability, capacity or resource at the site.

Please email the below info to “easton.bookings@magnavale.co.uk” for the Easton site:

- Date and time preferred
- 28837 Butternut Box (our account number)
- Number of pallets
- Material being delivered with detailed description
- Courier / Company making the delivery
- Purchase Order number given by Butternut Box

Once the booking time has been agreed, Magnavale will issue the customer a unique booking reference number.

Please note that due to security reasons at the point of arrival to site, the haulier's driver must quote the unique booking reference number to Magnavale's administration office prior to work commencing.

Without the reference number the team won't be able to accept the load.

Magnavale Easton contact number Tel: 01476 859330 Ext. 5193

Magnavale Easton Address: Easton Coldstore, Burton Lane, Easton, Nr Grantham, NG33 5AU

### 3. Load configuration and quality standards

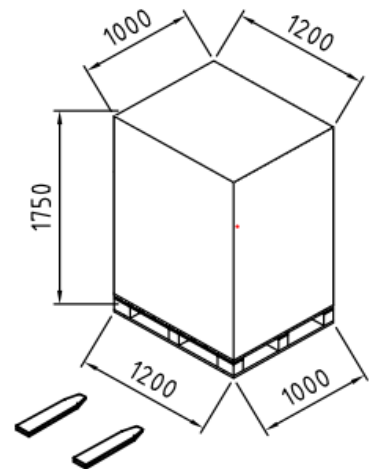
All our pallets are stored in racking therefore all pallets delivered must follow a set of rules on dimensions and conditions. Should any of the below fail, the team has the right to reject the material within reason.

#### a) Pallet dimensions

Pallets must be:

- UK Standard (1200 x 1000 mm)
- no higher than 1.75m
- weight no more than 900 kg
- accessible by MHE (Material Handling Equipment) from all 4 sides

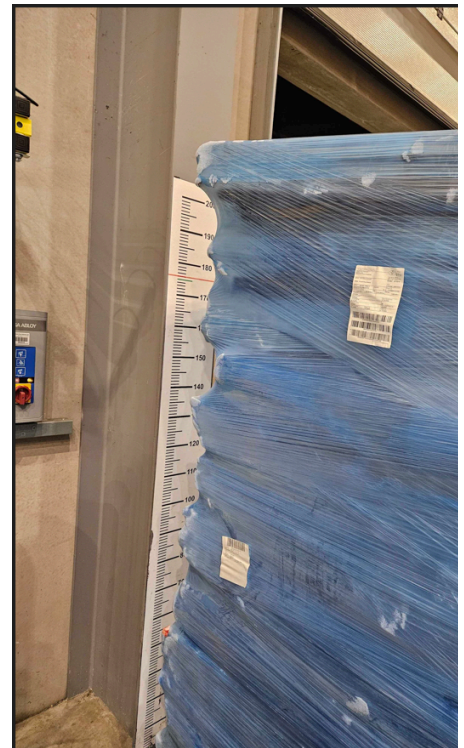
#### b) Load condition



Pallets have to be of sufficient quality to ensure they are durable enough to safely be stored in racking and withstand multiple movements and the load secure enough to enable handling by standard types of MHE.

- All loads must be secured and stable with no product overhanging on the pallet
- No double stacked pallets
- No mixed goods on pallets
- Case labels should face outwards at visible level for easy identification of products. If possible multiple labels should be applied.
- Stretch wrap must cover all cases securing them to the pallet itself
- No nails protruding/exposed on the top and bottom deck
- No missing block or twisted block which protrude outside the perimeter of the pallet
- No splintered wood which can be removed by hand with minimal effort
- Naked block pallets should have cardboard corner protectors and/or quad strapping to minimise shifting

*Examples photos of rejected pallets*



## **c) Pallet Labels**

- Product name
- Batch or lot number
- Best Before Date
- Storage temperature
- Total Quantity/ weight - this must be Net Weight

## **d) Case Labels**

### Label for Frozen raw material, and dries

- Product name
- Ingredient's declaration including allergens for Food Products
- Weight
- Production date
- Batch or lot number
- Best before date
- Storage temperature
- Producer name and contact details including producer address or details of the importing company

### Label for Additional Products (Sale unit- Printed info by Packer)

- Best Before date ( DD/MM/YYYY)
- Batch number (Supplied by manufacturer - if co packed)
- Julian date code
- Weight/ size if not preprinted on the packaging

## **e) Goods quality standards**

- No contamination: pallets must be free from product spillage, animal droppings, sticky substances, gravel, dirt, cobwebs, etc.
- No exposed material
- If supplied frozen, material must be at -15 degrees or lower temperature. Anything above may trigger an NCR

In addition to the above, the team carries out quality checks on goods on a scheduled and randomised plan.

Any defect outside of photo standards or product specifications will be raised as a non-conformance (refer to section 5.) to the supplier or manufacturer of the goods.

## 4. Documentation

Should any of the below fail, the team has the right to reject the material within reason.

- All paperwork must be free from staples

A **delivery note** is required for all deliveries. This must be legible and the level of detail required should reflect the load, e.g. the delivery note should have as many lines as pallets delivered and not just a general total volume.

## 5. Rejections and Charges

Depending on the nature of the issue, the need for rejection might be identified upon delivery or at a later stage when the product is brought in for production. We might be able to Rework the load but this will be subject to a Rework Charge (see below c))

### a) Upon delivery due to one or more of the above not being followed

Should any of the above requirements fail the team has the right to reject the load. In this case the driver will be sent back and the supplier informed of the issue and sent photographic evidence to support.

### b) As a consequence of an NCR being raised on delivery or at production at any point

If the material is deemed out of specification/defective and an NCR is raised, then Butternut Box will follow the steps detailed below:

1. NCR raised and full details passed onto the supplier/manufacturer within 48hrs of the issue
2. We will allow 48 hours for the supplier to respond depending on the severity of the issue. High food safety risk to our customers requires an immediate response. For small rejections we secure the right to dispose of the material for an admin fee of £40 plus £0.10 per kilo charge for disposing the material plus the cost of the material.
3. For large rejections we will allow 7 days for the supplier to collect rejected goods or agree disposal for an admin fee of £40 plus £0.10 per kilo charge for disposing the material plus the cost of the material. After this point supply chain will reach out in a

final attempt to agree actions if not response then the disposal and charge will go ahead.

4. A debit note will be raised and the respective amount deducted from a payment due to the supplier

## **Yard PPE**

When drivers arrive on site we are more than happy for them to use our facilities but for a driver to leave their cabs they will need full PPE. These are safety boots and high vis. A driver will be asked to return to their cab without the correct PPE.



# GoRamp user's guide

Unregistered carriers can only book reservations in the warehouse has at least one ramp that allows such an option.

If a warehouse has no such ramps, an unregistered carrier will not be able to book a reservation and will not see the warehouse in the Warehouse selection menu.

## Booking a time slot as an unregistered carrier

If you are unregistered, you need to contact the warehouse owner for a warehouse link — this is the only way that unregistered users can access the system.

Upon entering you are given the option to choose your desired load type/transporttype:



The screenshot shows a web interface for selecting a transport type. At the top, there is a label 'Transport type' above a search bar containing the text 'Search...'. Below the search bar is a list of options: 'Groupage', 'LTL (partial loading)', and 'FTL (Full truck)'. At the bottom left of the interface is a button labeled 'Log in / Register' with a user icon, and at the bottom right is a button labeled 'Save selection' with a save icon.

Once you select the desired load types/transport types and click *Save Selection*, you are presented with available TimeSlots that can be booked:

	Tuesday, December 13, 2022			Wednesday, December 14, 2022			Thursday, December 15, 2022		
	Test ramp 1	Test ramp2	Test ramp3	Test ramp 1	Test ramp2	Test ramp3	Test ramp 1	Test ramp2	Test ramp3
09:00				10:00 - 10:30 Free	10:00 - 10:30 Free	10:00 - 10:30 Free	10:00 - 10:30 Free	10:00 - 10:30 Free	10:00 - 10:30 Free
10:30	10:00 - 11:00 Free	10:00 - 11:00 Free	10:00 - 11:00 Free	10:30 - 11:00 Free	10:30 - 11:00 Free	10:30 - 11:00 Free	10:30 - 11:00 Free	10:30 - 11:00 Free	10:30 - 11:00 Free
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12:00	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	Lunch
12:30	12:30 - 13:00 Free	12:30 - 13:00 Free	12:30 - 13:00 Free	12:30 - 13:00 Free	12:30 - 13:00 Free	12:30 - 13:00 Free	12:30 - 13:00 Free	12:30 - 13:00 Free	12:30 - 13:00 Free
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13:30	13:30 - 14:00 Free	13:30 - 14:00 Free	13:30 - 14:00 Free	13:30 - 14:00 Free	13:30 - 14:00 Free	13:30 - 14:00 Free	13:30 - 14:00 Free	13:30 - 14:00 Free	13:30 - 14:00 Free

Timeslot view

X

Time Reservation

Documents

Please arrive at least 15 minutes before the start of the reservation

Reservation (09:40 - 10:00)

Transport company \*

E-mail \*

Truck plate number \*

Vehicle brand \*

Driver \*

Telephone \*

Transport type \*

Load type \*

PLL Quantity \*

Reservation date

transport type 1

Pallet test (00:20)

5

2022-12-14

SAVE

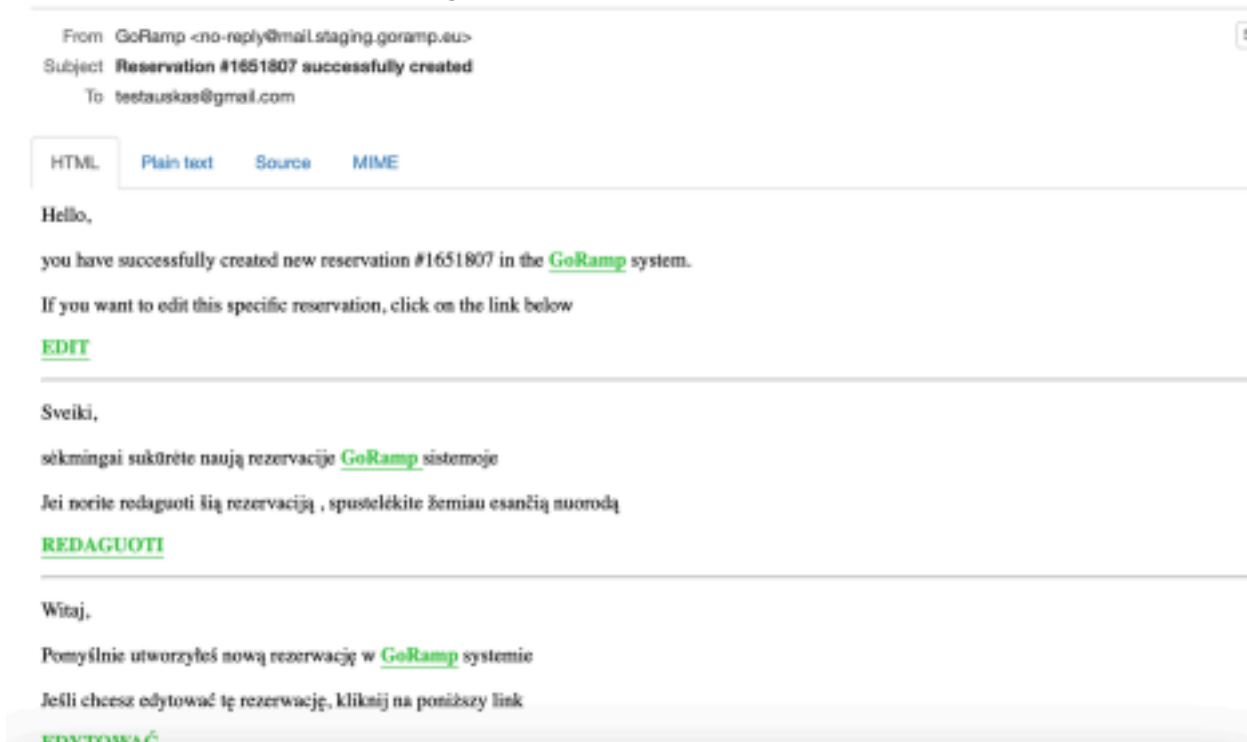
Once you select the desired time, you are presented with a reservation form, where you can enter needed details and add documents.

If you are not sure on which information to fill in, please contact your supply



chain representative. Once you fill in the needed reservation details and click Save, you will receive an email about the reservation:

**Please save this email until your reservation is finished**



## Editing and deleting a Reservation

If you aren't registered you have 2 ways to edit a reservation you made:

### First method

Entering a warehouse while using the same device and browser session as you did when you made the reservation. Using this method, all the other reservations will be unavailable to you to select, only the one you made will be blue and clickable.

### Second method

Clicking on the *Edit* button in the email confirmation you receive after creating a reservation.

**This is the most reliable way to access the reservation you made.**

1. Click on the *Edit* button in the email that you received upon creating the reservation and you will be redirected to the Reservations page.
2. When the reservation details table shows up, you can click on any available field e.g. *Carrier Name* and edit it.
3. Once you finish editing fields, make sure to press the Save option at the bottom to save the edited changes.

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Time Reservation
Documents
Followers

Door #2

Reservation (08:00 - 08:15)
08-12-2024

Created by
Raymond Louis (Superior Sales and Serv)

Carrier Name \*
CLASH TRANSPORT

Carrier phone number \*
0000000000

Suppliers name \*
HILL

PO# \*
00000000000000000000

Amount of freight eg.skids etc.

Transport type \*
5 Tons

Load type \*
25' Highways (2000 lbs)

Number of pallets \*
2

Reservation date
2023-12-20

Reservation time
08:00
08:15

Status
Reserved

SAVE

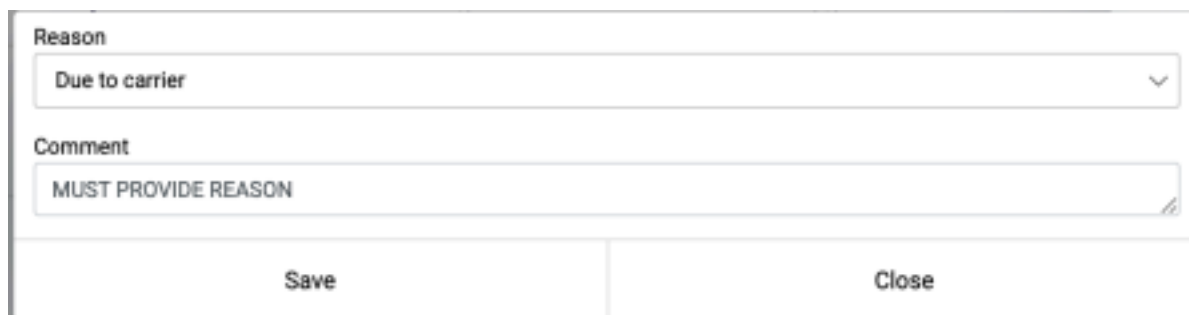
## Deleting, Transferring & copying the details of a Reservation

You are given the option to transfer, delete, edit or copy the details of a reservation, this selection can be seen at the top of the reservation form.



**Copy reservation fields button (scissors)** copies the reservation information to your clipboard. This way, you can create a new reservation with the same details by just pasting the copied information into a new reservation form.

**Transfer button (arrows)** allows you to transfer an existing reservation within a warehouse with a reason.



If you transfer a reservation to a ramp that requires additional reservation form information, you will be asked to enter missing information before saving.

**3. Copy button (sheets)** copies the exact information of the reservation and immediately lets you choose the time (no manual pasting required).

**4. Delete button (trashcan)** allows you to delete a reservation with a reason. This reason will be later displayed in reports and the reservation will be moved to *History*.