

RECEIPT OF DELIVERIES BY ROAD TRANSPORT – UK MAINLAND

We would like to remind you of the procedures that should be adopted when receiving supplies from our carriers, and we would be grateful if you would make all your staff aware of the following:

Upon arrival the load should be checked against the details shown on the ePOD screen for the appropriate delivery sequence, (See separate ePOD User Guide).

Should there be a shortage or no supply of a particular title, the following information should be entered in the appropriate columns:

- **Shortage** in copies
- Any additional supporting **Comments**
- Number of **Bundles Received**
- Number of **Odds Received**
- **Total Copies Received**
- **Composite Details** – see note below*

All delivery anomalies should be entered at the time of delivery, and on completion print the ePOD by clicking on the 'PRINT & LOCK ePOD' button at the top of the screen. Once printed, the ePOD for the selected sequence is locked and cannot be opened again.

The printed ePOD Proof of Delivery document must be signed by a senior member of the wholesaler's 'Goods In' team, and by the delivery driver, on all pages of all copies. Drivers will be instructed that they must not leave the house without this paperwork. One copy of the printed & signed ePOD should be retained and filed at the wholesale house. The other copy must be given to the delivery driver to take away.

It is not sufficient to inform the driver of any shortages as they will not be able to investigate your query. A clear ePOD will not constitute the basis of a later claim.

Note: ePOD should always be opened and printed, even if there are no shortages to report.

Printing the ePOD sends a copy of the information back to the carrier head office system, where action will be taken to resolve the issue and generate an AR Web ticket.

If for any reason a driver attempts to deliver more than the consigned quantity your staff should refuse the excess and ensure they are given back to the driver. If the driver is unable to take back these supplies, an AR Web ticket for Overs must immediately be created.

Shortages reported on ePOD automatically generate an AR Web ticket allowing the wholesaler to track the shortage to resolution and closure. Note: This is not the case with composite bundles (a bundle containing more than one title) where an AR Web ticket must be raised separately * See note below

Shortpacks (where the bundle content does not match the bundle label) should be raised via an AR Web ticket by 10am the day after delivery.

If a systems problem prevents the use of ePOD or AR Web, the anomaly should be communicated via telephone to Marketforce by calling 020 3148 3333, leaving a message if after hours. The Carrier should also be notified immediately the problem becomes apparent.

***Reporting Shortages on Magazine and Partworks Composites**

The ePOD will show the Partworks and Magazines Composites as a total number of copies. Each composite bundle or pallet will display a 'Contents Label' to assist checking.

The Wholesaler must check and sign for the **number of parcels** on ePOD whilst the Driver is at the premises, but is allowed to subsequently check the contents of these parcels and make a shortage claim, via the creation of AR Web tickets, by 10am the day after delivery.

Non receipt of **re-consigned supplies** or supplies replaced from our warehouse should be notified to Marketforce by telephone by the morning after the expected delivery (i.e. the deadline being midday).

At the time of placing **supplementary orders** for magazines with Marketforce, you will be notified if stock is available. When copies are available, and the order is placed before 2.30pm, these will be delivered the next day. For partwork supplementary orders, any order placed before noon will be delivered within two days.

On occasion, we receive claims for shortages against our invoice, which is normally about a month after delivery. Please note that no credit will be passed for such late claims as they must be notified at the time of delivery, and all credit claims for shortages must be accompanied by the original AR Web ticket reference number.

Your co-operation in ensuring that these procedures are followed is in our mutual interest. It will give you a speedier replacement of shortages.