

# Supplier Booking Instructions



All deliveries **MUST** be booked in prior to arrival Deliveries not booked in may be rejected or subject to a booking in charge No delivery is deemed booked in unless you receive a booking reference and time slot If a delivery is changed or cancelled please endeavour to give 24hrs prior notice

## BOOKING IN

### BY PHONE

Lines open from 9:00am to 4:00pm  
Contact Number: 03300 563980  
You will receive a booking reference then

### BY EMAIL

Monitored from 9:00am to 4:00pm  
sales@alpharesponse.ltd

### DELIVERY ADDRESS:

**Alpha Response Print & Mail Ltd, Unit 25B Anson Business Park,  
Cheltenham Road East, Gloucester GL2 9QU**

At the point of **BOOKING** please ensure that you have the following information to hand

- ON BEHALF OF - Who is the client
- CLIENT CONTACT - Account manager (if known)
- NAME OF CARRIER - Are you using your own transport or third party
- TYPE OF CARRIER - Same day or Overnight
- DELIVERY DATE
- NUMBER OF ITEMS - Parcels/Pallets
- PACKING - Quantity per Parcel/Pallet
- PRODUCT - Name and Code

## SLOT ALLOCATION

2 or more pallets - 60 minutes time slots pre booked only

1 pallet or less - 9:00am to 3:30pm (no time slot necessary) but booking required

## AT POINT OF DELIVERY

All deliveries must be accompanied by relevant paper work **DELIVERY NOTES** must contain the following information

- ALPHA RESPONSE BOOKING REFERENCE
- CLIENT
- NUMBER OF PALLETS
- NUMBER OF ITEMS - Parcels/Pallet
- PACKING - Quantity per Parcel/Pallet
- PRODUCT - Name and Code

**ALL BOX LABELS** must contain the following information

- CLIENT NAME
- ITEM CODE
- ITEM DESCRIPTION
- BOX/PARCEL QUANTITY
- PACK SIZE if banded or packed in specific qty's please state (50's etc.)

If item is numbered state the start and end of sequence numbers (00001 TO 01000) on the box and indicate box number (1 of 20 / 2 of 20 etc.)

**ALL PALLET LABELS** must contain the following information

- CLIENT NAME
- ITEM CODE/S
- ITEM DESCRIPTION/S
- BOX/PARCEL QUANTITY
- NUMBER OF PALLETS (1 of 2 etc.)
- NUMBER OF CARTONS ON EACH PALLET

If using a third-party carrier with their own delivery notes you must ensure that they also provide this information or ensure you have already done so.

All consignments will be signed unchecked.

Consignments will be checked within 48 hours.

Any discrepancies will be notified.