



Hallmark
CONSUMER SERVICES

Inbound Delivery

Standards

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1. Stock Preparation, Receipt and Management

- The client will provide the SKU details on the Hallmark SKU set up template to enable set up within the Hallmark Warehouse Management system
- The Client will ensure items are physically barcoded and barcodes/aliases should be supplied on the SKU set up template. Barcodes/aliases should be no longer than 20 characters and ideally supplied in a code 128 format.
- The Client will provide weights and dimensions on the SKU set up template. Where this information has not been supplied, Hallmark will capture at goods in. This will be chargeable to the Client
- The Client will supply or arrange the supply of stock in accordance with HCS – Inbound Delivery Standards. Hallmark will receive in stock on pre-agreed and booked in dates and times. The Client will be subject to additional charges and time delays if guidelines are not adhered to
- The Client will ensure all deliveries are marked with an ASN reference number supplied by Hallmark when the booking is made
- All stock to arrive at Hallmark packed on pallets, labelled with sku and quantity and accompanied by a delivery advice note in accordance with HCS – Inbound Delivery Standards. Container shipments and re-palletisation are subject to additional cost to the Client.
- Hallmark will sign for all deliveries as "unchecked"
- Hallmark will highlight any discrepancies, damages or Goods In non-conformances to the Client. Please note non-conformances may be subject to additional charge to the Client
- As standard, Hallmark will complete an outer count
- Hallmark will check received stock against a pre-booked ASN and then enter stock onto Hallmark warehouse management system (which shall be the definitive system of record in relation to the stock)
- Hallmark will manage warehouse space and the integrity of the Client stock whilst on Hallmark premises
- Hallmark will store the Client stock appropriately to maximise pick efficiencies based on number of sku's overall
- Stock consolidation (seasonal or otherwise) will be chargeable to the Client; Hallmark will provide estimates on a "per job" basis

2. SKU set up

New stock lines require product setup information in advance. Please complete the SKU set up template as supplied by your Hallmark Client Manager. (Please see example below).

Your Hallmark Client Manager will be able to assist you with any queries regarding the information required.

Standard SKU Setup Template									
No special characters EG: (*, &, %, ^, #, -, ;, ., ,) - See Rules Tab									
This sheet is only suitable for setting up 60,000 SKUs or fewer at one time.									
SKU (Mandatory)	Alt-Sku	Barcode Number / Alias Code	Maximum character limit = 60	Description (Mandatory)	Minimum 10, Maximum 30	Customs Description (Mandatory - used for Customs Clearance)	Stock Setting	Selling Price (in £)	Case Size - inbound (Mandatory)
4. SKUCODEALPHA	ALTSKUALPHA	01239887116623	Logo multipack set - Red vs Blue	Interlocking blocks plastic	ALLOW BACK ORDER	15.99	1	DE	
5. SKUCODEBETA	ALTSKUBETA	12365478999474	Fruitbowl with mesh stand - willow tree	Glass fruit bowl metal stand	DON'T ALLOW BACK ORDER	55.00	12	CN	
6. SKUCODEGAMMA	ALTSKUGAMMA	454697885423	Welsh love spoon with silver inlay	Wood spoon with silver detail	ALLOW BACK ORDER	33.00	6	GB	

Captured at client's cost if not supplied in this sheet.									
Harmonised Code	Gross Weight (in grams) (10g minimum)	Length (in centimetres) longest dimension	Width (in centimetres)	Height (in centimetres)	Category Code	Serialised Product (1 = Yes, 0 = No)	Batch/Expiry Recorded (1 = Yes, 0 = No)	Nominal Code	Drop Shipment (1 = Yes, 0 = No)
1234567890	200	30	10	15		0			0
1234567890	350	20	15	10		0			0
1234567890	50	15	8	5		0			0

Any mandatory weight/dimension/barcode information that is not supplied on the SKU set up can be collected at Goods in. This however would be subject to an additional cost and could delay your items being booked into stock due to the extra work involved.

*Please note: All barcodes must be unique and correspond with the barcode on the physical product, otherwise this can lead to delays booking stock in.

3. Booking in procedure (ASN – Advance Shipping Notice)

Please complete the ASN request form then email this to the Data processing team (dataprocessing@hallmarkconsumer.co.uk) and cc your Hallmark Client Manager.

Once this has been booked in the team will then respond with your ASN booking reference, usually within 4 working hours. The ASN reference then needs to be quoted on the delivery and the accompanying paperwork.

Please adhere to the time slot supplied. This is calculated to cause least traffic disruption to our local area.

- Carton and pallet deliveries – please book in at least 2 working days in advance.
- Container deliveries - please book in a minimum of 2 weeks in advance.

MRN's (Movement Record Number)

For clients advised by Hallmark that they subject to the Fulfilment House Due Diligence Scheme operated by UK HMRC, they are required to supply Movement Record Number (MRN) documents to Hallmark in such a format that the MRN can be clearly linked to the ASN number of the delivery booked to arrive at Hallmark.

This document must be provided for every shipment originating outside of the UK, and supplied to their Client Manager ideally prior to arrival, but in any event no later than 7 days after the clearance of the shipment.



ASN REQUEST FORM

*Mandatory fields are marked with an asterix					
*Client Name:					
Supplier/Sender:					
Transport Carrier/Courier:					
*Requested Delivery Date:					
Total quantity of cartons:					
Total quantity of pallets:					
*Container Delivery (if applicable) Yes/No:					
If yes: 20' or 40' Container:					
Loose loaded or palletised container:					
*Sku/Product Code	*Description	Pallet/Carton Number	Eaches per Carton	Cartons per Pallet	*Total Eaches

Please ensure that the ASN reference is quoted on the delivery note, pallet labels, cartons and any other accompanying paperwork.

4. Delivery Documentation

All delivery notes should contain the following information:

- Client
- ASN Reference
- SKU
- SKU Description
- Quantity per SKU
- Total quantity delivered

DELIVERY NOTE		
SENDER: Example Customer Example Street Example Town EG1 234	TO: Example Customer C/O Hallmark Consumer Services Green Bank, Savby Road Melton Mowbray LE13 1FF	
ASN Reference		
Carton 1 of 5		
Carton Contents SKU AES 2	Description An Example SKU 2	Quantity 12
Carton 2 of 5		
Carton Contents SKU AES 3	Description An Example SKU 3	Quantity 5

5. Import Duty Warning

Your company is liable for all import duties and delivery taxes. When booking with a carrier, please ensure all taxes and charges are set to 'PAY BY SENDER'.

6. Carton label information

Please could all cartons be labelled with the following information:

- Client
- ASN Reference
- SKU(s)
- SKU Description
- Carton number e.g. 1 of x
- Quantity per carton
- Mixed or non-mixed SKU's

Cartons should not weigh more than 16kgs to comply with health and safety guidelines.

Carton 1 of 5						
Client: ABC Company						
ASN Ref: ASN12345						
<u>Carton Contents</u>						
<table><thead><tr><th><u>SKU</u></th><th><u>Description</u></th><th><u>Quantity</u></th></tr></thead><tbody><tr><td>00001</td><td>Example SKU2</td><td>12</td></tr></tbody></table>	<u>SKU</u>	<u>Description</u>	<u>Quantity</u>	00001	Example SKU2	12
<u>SKU</u>	<u>Description</u>	<u>Quantity</u>				
00001	Example SKU2	12				

7. Pallet Label information

- Client
- Sender/Supplier (if applicable)
- ASN Reference
- SKU(s)
- SKU(s) Description
- Total Number of cartons
- Pallet number (1 of x)

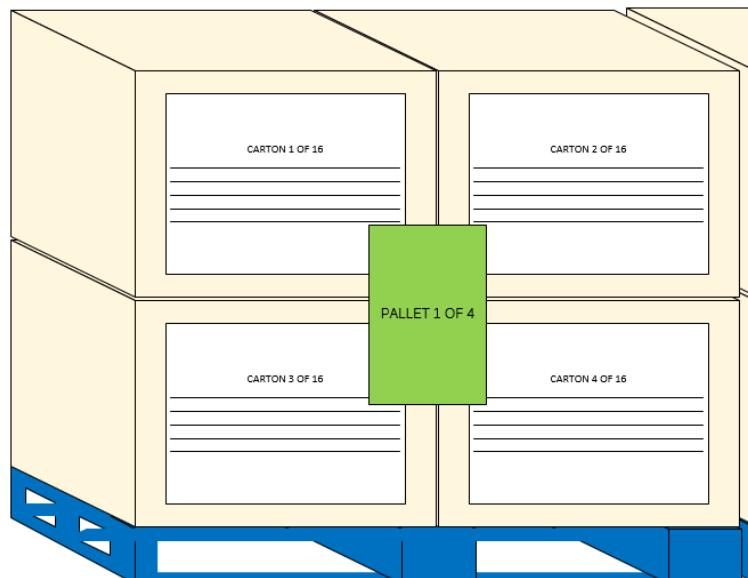
Pallet 1 of 2		
Client:	ABC Company	
Supplier:	XYZ Supplies	
ASN Ref:	ASN12345	
<u>Carton Contents</u>		
SKU	Description	Total Qty of cartons
00001	Example SKU2	20
00002	Example SKU 3	10

Pallet requirements:

- Standard 4-way entry wooden pallets. Dimensions of 1200mm x 1000mm
- Must be grade A pallets
- Must not exceed a height of 1.2 metres
- Must not exceed a weight of 750kg
- All pallets should remain securely wrapped

Any pallets arriving differently to the above specification can be re-palletised but would be subject to additional charges based on the Goods In hourly rate. Delays may be experienced due to the additional work required.

If you are aware in advance of any re-work that may be required, please highlight this to your Hallmark Client Manager.



8. Vehicle specification

The Hallmark warehouse has a loading dock so can accept vehicles with or without tail lifts.

If your goods are arriving by container, please advise the Hallmark Data Processing team when requesting your ASN reference.



9. Melton Warehouse main delivery address

**Hallmark Consumer Services
Green Bank
Saxby Road
Melton Mowbray
Leicestershire
LE13 1FF**

*Please note alternative delivery addresses may be provided.

+44(0) 1664 485000

Sat Nav's - please use LE13 1BP



10. Melton Warehouse opening hours for deliveries

Monday	8am – 4pm
Tuesday	8am – 4pm
Wednesday	8am – 4pm
Thursday	8am – 4pm
Friday	8am – 4pm
Saturday	Closed
Sunday	Closed

**Our warehouse is open on selected Bank holidays.
Please check when booking your delivery.**

11. Grantham Warehouse - delivery address

**Hallmark Consumer Services
Orchard Park
Unit 1-2 Isaac Newton Way
Alma Park Industrial Estate
Grantham
NG31 9RT**

+44(0) 7535 156 729



12. Grantham Warehouse opening hours for deliveries

Monday	9am – 4pm
Tuesday	9am – 4pm
Wednesday	9am – 4pm
Thursday	9am – 4pm
Friday	9am – 4pm
Saturday	Closed
Sunday	Closed

**Our warehouse is open on selected Bank holidays.
Please check when booking your delivery.**

13. Proof of Delivery

Where required, a member of the Goods in team will sign to confirm your courier has been on site and that we have accepted a delivery.

However, electronic or physical POD do not confirm if the full quantity has been received or whether the items are undamaged. Signatures on all paperwork will be for either a pallet count – cartons unchecked, or a carton count – cartons unchecked.

We can only identify discrepancies once we have inspected and receipted the product on to our warehouse management system. It is at this point that any discrepancies will be advised.

14. Health and Safety

All delivery drivers are required to wear a high visibility jacket whilst on the premises.

At the Melton warehouse the Goods in team will unload the vehicles from the docking bay at the rear of the building.

15. Refusal of shipment

Hallmark reserves the right to refuse any shipment that does not conform to the HCS – Inbound Delivery Standards (e.g. arriving without an ASN or outside of the ASN allocated slot) or to charge materials and/or labour to enable the shipment to comply.

Damaged shipments, unsafe shipments or any shipment containing hazardous materials may also be refused.