INBOUND DELIVERY MANUAL

Bicester Specification

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# **1.0 DETAILS**

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| --- | --- | --- | --- |
| **APPROVALS** | | **LOCATION** | |
| Updated By | Nikita Tinelli | Site(s) | Bicester |
| Approved By | Karen Drake | Area | Inbound |
| Site Reviewers | George Gailey | UPH /KPI | N/A |

## SCOPE

|  |  |
| --- | --- |
| **SCOPE (OUTLINE WHAT THE INSTRUCTION COVERS)** | |
| Scope | This document applies to all companies delivering the following to DPW Bicester: -    **Please note:**  **For Parcel Deliveries which do not relate to Manufactured Product, Consumables and Contractors – please refer to Section 3.38.**  All Vehicles entering DPW Bicester require a reference to gain entry. Failure to present the reference to Security at the Gate may result in refusal to entry. Please ensure the reference is obtained prior to arrival. All parcels are to be clearly marked up with the addressee. |
| Related Documents | N/A |
| Materials, Tools and Safety Equipment | N/A |
| Critical to Quality | N/A |

# **2.0 PROCESS FLOW**

N/A

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# **3.0 STEPS**

|  |  |  |
| --- | --- | --- |
| **STEP** | **ACTIONS**  **(INCLUDE NOTES AND/OR PICTURES PER STEP)** | **RESPONSIBILITIES / COMMENTS** |
|  | **Introduction**  The following Inbound Delivery Manual has been produced to ensure that all inbound product into DP World Bicester can be processed through our Goods In processes efficiently, effectively, and safely. |  |
|  | The requirements detailed in the Inbound Delivery Manual ensure that all inbound goods are received and inspected in a manner suitable for our IT systems and warehouse configuration. |  |
|  | It is necessary to adhere to the entire specification. Non-adherence will cause delays to all inbound traffic, increase the possibility of errors and in some instances cause deliveries to be rejected entirely. |  |
|  | Where the specification is not adhered to, the cost of rectifying non-conformance may be charged to your client who may in turn wish to pass on these costs. See Appendix 1 for charging rates. |  |
|  | The Inbound Delivery Manual is effective for all inbound delivery suppliers from 1st January 2025. |  |
|  | **Booking In**  All loads must be booked in preferably 48hrs, but at least 24hrs, in advance of delivery. Loads not booked in will be turned away on security grounds. |  |
|  | DP World Bicester can take booking requests between 06:00 –13:00 (Mon-Fri) by email at DLBIC.goodsin@dpworld.com or by telephone on 01296 391 468. The following information is needed when making a booking: -   * Supplier Name * Supplier Contact Name * Supplier Contact Number (landline only accepted) * Pallet Estimate * Lines Estimate * Units Estimate * Requested delivery date & time * Transport operator * Vehicle Type (must be dockable) |  |
|  | **Information should be detailed as follows (must be an attachment in Microsoft Excel): -** |  |
|  | DP World Bicester will confirm a suitable timeslot for the date requested within 4 hours of your contact. A Unique Delivery Reference Number will be provided by DP World Bicester – **please ensure this Unique Delivery Reference Number is quoted on the delivery paperwork**. No vehicle will be allowed on site without this Unique Delivery Reference number. |  |
|  | To ensure a smooth unloading and inspection process it is imperative that the timeslot provided is adhered to. DP World Bicester provide a maximum of 15mins either side of the stated timeslot for a delivery to take place. Please advise the Goods In office if a delivery is not going to be on schedule, quoting the Unique Delivery Reference Number, and DP World Bicester will attempt to reschedule. Please be advised DP World Bicester cannot guarantee a same day delivery for delayed deliveries. |  |
|  | Please advise Goods In if you no longer require a booking that has been made a minimum of 4hrs before due to deliver. This will ensure that your client is not advised of a failed delivery via DP World Bicester Supplier Performance tracking sheets (see Section 3.44 and Appendix 1). |  |
|  | Goods In operating hours are 06:00 to 13:00, Monday to Friday. Delivery times requested outside these hours will be treated on an exceptional basis. Extended hours will be communicated by DP World Bicester during the peak season period (October to December) to accommodate the increase in pallet volumes. |  |
|  | On receipt, goods will be checked for pallets delivered only. Any DP World Bicester signatures provided will only confirm the number of pallets received, unexamined. The driver will be asked to counter-sign the delivery paperwork if the load has any pallet(s) short against the advised quantity. |  |
|  | After the inspection process has been completed any discrepancies will be notified to the client within 48 hours. |  |
|  | **Labelling (Carton & Pallets)**  Each carton must have a label detailing: -   * Article Number * Article Description * Client Name * Carton Quantity * Supplier |  |
|  | Carton labels must be positioned on the smallest side of EACH box – each carton label must have a barcode detailing the Article Number within that carton. |  |
|  | Two A4 size pallet labels must be attached to each pallet – one on the smaller side and one on the larger side. Each pallet label must include the following information: -   * Unique Pallet Number (for that consignment) * Article Number * Article Description * Pallet Quantity * Supplier Name |  |
|  | Mixed article pallets should be clearly marked with a ‘MIXED’ label on the outside of the pallet to assist with the inspection process. |  |
|  | Each mixed pallet must have a Mixed Pallet Contents Sheet attached to each pallet. This will enable our inspection teams to process the delivery, more quickly and accurately. Contents sheet should include: -   * Article Number * Description * Quantity on pallet |  |
|  | **Delivery Documentation**  All delivery manifest information MUST be emailed a minimum of 12 hours BEFORE the vehicle arrives on site. The load details should be in an Excel File attached to the email (and NOT embedded into the text of the email itself) to allow the Planning Team to readily analyse the information. This will ensure your trailer is directed to the correct receipting dock and that there are minimal delays between unloading and booking in the goods. |  |
|  | Delivery manifest documentation MUST include the following information: -   * Supplier Name * Supplier Address * Supplier Contact Person * Supplier Contact Number (landline number) * Date of delivery * DP World Bicester Unique Delivery Reference Number * DP World Bicester Booking in time * Order Number * Article Numbers * Article Descriptions * Qty per Carton (by article) * Total quantity per article * Total number of Pallets on load * Purchase Order Number * Document Source Number |  |
|  | **Layout (must be an attachment in Microsoft Excel): -**  **PRE-DELIVERY MANIFEST INFORMATION** |  |
|  | Delivery documentation should be emailed to DLBIC.goodsin@dpworld.com |  |
|  | **Carton Details**  Articles must be placed in each carton so that the title on the spine shows when the carton is opened. |  |
|  | Cartons should be top opening and made from cardboard of a sufficient grading to ensure multiple handling from normal warehouse operations |  |
|  | Carton boxes must be the following dimensions to ensure the product can be stored appropriately for picking – please consult your client for guidance on appropriate box sizes for unusual sized goods.    **N.B. Individual carton weights should not exceed 14kgs** |  |
|  | **IMPORTANT**: The carton pack quantity (qty per carton) must remain the same for the entire life cycle of an article unless otherwise advised by your client. Non-conformance corrections at DP World Bicester will be charged for. |  |
|  | Cartons must be sealed using either tape or glued (staples are not permitted). |  |
|  | Charges will be applied where cartons have to be unpacked from within outer cartons. |  |
|  | **Load Presentation**  Deliveries must be made on the following types of pallets: -    For any other formats please contact our Goods in department.  **N.B. – Maximum weight restrictions on pallets will determine whether the pallet can be built to the maximum height. Pallets must not exceed 550 kilos total weight. Multiple single article pallets should be built to maximum pallet height where possible (within weight restriction).** |  |
|  | DVD Cartons must be stacked on a pallet such that each carton label is visible on each layer of the pallet, each pallet should be built with 12 cartons per layer and 9 layers high (standard DVD boxes only). For all other formats, please refer to table in Point 3.26. |  |
|  | Stock pallets cannot exceed 1500mm in height (including pallet) or 550 kilos in total weight. |  |
|  | Any part boxes on a pallet MUST be positioned at the top of the pallet and the carton marked as a part box for ease of identification when booking stock in. |  |
|  | Pallets must only be wrapped with clear wrap unless otherwise agreed with the client and DP World Bicester. |  |
|  | DP World Bicester product must be readily accessible on the delivery vehicle and not blocked in by any other goods – DP World Bicester will not unload/ reload non- DP World Bicester product. |  |
|  | Damaged product may be refused. |  |
|  | Product delivered on damaged pallets will not be accepted on Health and Safety grounds (storage is in high bay, narrow aisle racking). |  |
|  | Delivery vehicles must have floors maintained in good condition and able to support the weight of the pallets and an Electric Pallet Truck. Where a vehicle is deemed unsafe to unload, we reserve the right to refuse the delivery. |  |
|  | DP World Bicester does not operate a pallet return system with any of its suppliers. |  |
|  | Full pallets must not be double stacked on a load. |  |
|  | **Presentation Of Non-Media Product/Merchandising etc**  All deliveries should be booked in as per the booking in process outlined in this document. |  |
|  | If goods are in parcels being delivered by a parcel carrier – the parcels should be CLEARLY labelled as a ‘GOODS IN DELIVERY’. Ideally an A4 yellow sheet stating ‘GOODS IN’ should be attached to the parcel.  Ideally and goods sent via a parcel carrier should be sent using a specific service. All return parcels are delivered via the parcel carriers and as a result parcels can become lost within the returns parcels of stock that are NOT processed same day and may not be identified for several days. The responsibility of ensuring parcels are easily identifiable sits with the supplier. We do not check returns pallets for goods in parcels. These will only be identified when the returns pallets arrive at the processing desks which can take several days. |  |
|  | All products should be delivered in on Euro pallets only. |  |
|  | All products should be delivered in boxes that are fully labelled with   * Unique Pallet Number (for that consignment) * Article Number * Article Description * Pallet Quantity * Supplier Name |  |
|  | Mixed sku pallets should be clearly labelled as ‘Mixed Sku’. Containers on the pallet should however contain only a single sku and all details as outlined in 3.38 should be displayed on each carton.  Stock within mixed cartons should be packaged in suitable boxes / packaging and labelled with the article number, bar code and QTY.  The outsort of mixed sku boxes and unpackaged stock will be charged back to the client who may in turn pass the costs back to the supplier.  Any additional work that is undertaken at the point of receipt will cause a delay in the receipt and storage of stock. |  |
|  | **Security**  On arrival at DP World Bicester the security guard will ask the driver for their Unique Delivery Reference Number. Security will then log: -   * Registration of the vehicle * Time of arrival * Seal Number * DP World Bicester Unique Delivery Reference Number |  |
|  | Stock will not be backloaded on to any delivering trailers unless DP World Bicester have been given prior notification via authorised personnel in Despatch. The driver’s paperwork must include an authorised DP World Bicester Unique Despatch Reference Number. |  |
|  | **Driver Management**  Drivers need to enter the site via the security gate to the left of the building. Access to the main car park is not permitted. |  |
|  | Security will advise each driver of the ‘site Rules’ at point of entry to the yard. Please ensure your drivers are familiar with all details whilst on the premises. See Appendix 2. |  |
|  | For security and Safety reasons there are no facilities onsite for delivery drivers. |  |
|  | Any delivery that requires DP World Bicester staff to enter the rear of the vehicle to unload stock will require drivers to hand in their keys to the Goods In office before unloading can commence. This is to ensure the safety of DP World Bicester staff by removing the ability to move the trailer from the docks whilst unloading is still in progress. After unloading is complete the keys will be returned to the driver. |  |
|  | Please ensure that if your driver arrives at site early that they do not park up near the security entrance as this interferes with traffic flows for other users. |  |
|  | There is a no smoking policy in the yard area. |  |
|  | Drivers must wear hi-visibility vests when walking to the Drivers Office. |  |
|  | **Supplier Performance**  Every supplier delivery into site will be monitored against this Delivery Manual Specification. Any non-conformances will be reported monthly to clients for their evaluation. |  |
|  | Any questions on compliance with these delivery requirements should be made directly to Doris Williams on 01296 391 564. |  |
|  | **Directions & Contact Number**  **Address:**  DP World  Unit C  Symmetry Park  Bicester  OX26 6GG  **Goods In Office:**  01296 391 468 and email DLBIC.goodsin@dpworld.com |  |

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# **4.0 HISTORY OF CHANGES**

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| --- | --- | --- | --- |
| **REVISION** | **CHANGE REFERENCE** | **REASON FOR CHANGE** | **DESCRIPTION OF CHANGE** |
| 001 | New Document |  | Initial Release |

# **5.0 APPENDIX**

1 - Non- Conformance Charging Rates: -



**Please note, in all instances, it is DPW Distribution Services preference to work together with its suppliers to prevent either business incurring additional costs.**

1. –

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