

RECEIPT OF DELIVERIES BY ROAD TRANSPORT – IRELAND & OFF-SHORE

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

Each delivery is accompanied by a Delivery Note detailing:-

- The name and address of the wholesale branch
- The titles being delivered
- The total number of bundles plus odds of each title
- A space for the recipient to sign
- Total copies
- Bundle size

Upon arrival the load should be checked against the details shown on the delivery note, and signed accordingly. Should there be a shortage or no supply of a particular title, the delivery note should be marked clearly indicating the actual number received and the note duly signed and timed. It is not sufficient to inform the driver of any shortages as they will not be able to investigate your query. Delivery Notes signed unchecked will not constitute the basis of a later claim. 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.

All non-receipt / shortages should be reported, by you, at the time of receipt of the delivery. Shortpacks (where the bundle content does not match the bundle label) should be reported by 10am the day after delivery. All of these should be raised via the creation of AR Web tickets which are accessed through the Marketforce web site. If a systems problem prevents the use of AR Web, the anomaly should be communicated via telephone to Marketforce on 020 3148 3333, leaving a message if after hours.

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.

Non-receipt / shortages of Magazine and Partworks supplementary parcels should be reported immediately as per the instructions above, with shortages within those parcels to be claimed, via the creation of AR Web tickets, by 10am the day after delivery.

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.