

GBS Ltd

Specification for inbound deliveries

SITE ADDRESS

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GOODS IN SPECIFICATION FOR GBS.

1.0 INTRODUCTION

- 1.1 The following Goods In Specification has been produced in order to ensure inbound product into GBS can be processed through the Goods In procedure efficiently, effectively and safely.
- 1.2 The Specification is based on health and safety and GBS specific requirements which comply with the GBS computer systems, warehouse operational procedures and the racking configuration.
- 1.3 It is necessary to adhere to the entire Specification. If the Specification is not adhered to it will cause delays, increase the possibility of errors and in some cases cause deliveries to be rejected. Where the Specification is not adhered to penalties may be imposed. (See 1.5 below).
- 1.4 It should be stressed that Point of Sale should follow the same guidelines as those for Binder's Packs and that the extent of the POS section is due to the diversity of the range of product involved.
- 1.5 Where the Specification is not adhered to, the cost of rectifying non-conformance will be recovered from the Publishers who may, in turn, wish to pass on these costs. There will be a charge of up to £400 based upon GBS's standard rates. (Please refer to "GBS Additional Services and Charges from January 2018).

2.0 BOOKING-IN

- 2.1 All loads to be delivered must be booked in 48 hours in advance with our Goods In Department by emailing GoodsIn@gbs.tbs-ltd.co.uk and requesting the booking form (see Appendix 3). Once the form is complete, please send it back to the same email address where GBS will respond with the booking confirmation. Alternatively, call 01476 541052.
- 2.2 The booking form requires the following details:
 - Company Name
 - Contact Name
 - Contact Telephone No.
 - E-mail Contact
 - Publisher (or Publishers, if mixed)
 - No. of Pallets for Whole Consignment
 - Preferred time and date for delivery, within opening times.

Attached to the booking form should be an Excel document providing a full, detailed, breakdown of content which must include the following:

- ISBN
- Title
- Pack Size
- Total Quantity
- Price
- Any Special Instructions
- Country of Origin

- 2.3 Delivery documentation must be sent to the Goods In department no later than 24hrs before the delivery via e-mail.
Email address: *GoodsIn@gbs.tbs-ltd.co.uk*.
- 2.4 All booked in shipments will be given a reference number and time slot at the time of booking in, which we require to be clearly written on the delivery note documentation for ease of identification by GBS.
- 2.5 Loads arriving early may be made to wait until their allotted time slot and vehicles arriving late may have to wait until the next available time slot. Late deliveries may be refused and will have to re-book.
- 2.6 Normal operating hours are: 06.00 to 22.00 Monday to Friday.
- 2.7 On receipt, pallets will be visually checked and any signatures obtained will confirm the number of pallets received and any obvious visual damage to pallets and / or product. The signature however, is not confirmation of a fully examined consignment. Any shortages, damages or variation will be notified in writing to Publisher and Printer.
- 2.8 Title information must be on the vista system before a booking is made.
- 2.9 Please note replacement jackets for books are not accepted with deliveries. If spare jackets are delivered with books these cannot be stored and will be pulped on receipt.

3.0 PRODUCT IDENTIFICATION

- 3.1 GBS are keen to adopt the BIC Standard for Binder's Pack Identification (See Appendix 2 that details full requirements and sample labels). Printers should note that our internal systems utilise the information contained within the BIC Barcode to populate the Title Master files relating to the product.

Codes that are incorrect or that cannot be read by scanning equipment will be rejected. GBS may be able to offer the facility to re-label incorrect pack labels. Such activity may be charged according to GBS Additional Services and Charges from January 2018.

- 3.2 GBS has on site bar code verification equipment and will be pleased to assist in defining the reasons for failure of bar codes. Our Logistics Department will be more than happy to check sample labels prior to delivery to ensure these conform or for any further information, please contact 01476 541015.
- 3.3 Labels must be placed and visible on at least one vertical side of a pack and not on the top of it.
- 3.4 The binder's label pack should display the following information
- | | |
|-------------------------------------|--------------------------|
| • publisher's name | • book title |
| • printer's name | • price/currency |
| • publisher's purchase order number | |
| • quantity in binder's pack | • weight of pack |
| • ISBN in its standard form | • A BIC standard barcode |

- 3.5 The BIC Barcode should display within it:
- ISBN in its standard form
 - price
 - quantity in binder's pack

4.0 BINDER'S PACKS

- 4.1 All stock to arrive as full binder's packs.
- 4.2 Titles must be packed in consistent pack sizes as specified by the publisher. The pack size must remain consistent to its first impression print run
- 4.3 Pack dimensions must not exceed 580mm x 420mm x 180mm.
- 4.4 Packs must not weigh in excess of 20 kg and the weight must be clearly displayed on the pack.
- 4.5 GBS expect all inbound products to be securely packaged to prevent damage and to be properly labelled for identification purposes. If we feel that the level of packaging presented falls short of this goal then we reserve the right to impose a non-compliance charge, isolate the stock and contact the Publisher with a view to repacking.
- 4.6 The cardboard packaging standards for inbound product is 150K/150T B/C Flute Double Walled cartons to protect the stock. If double walled cardboard is not used then a non-compliance charge may be applied in addition to the associated repacking costs involved. Where shrink-wrap film is used it should be of at least 65 microns gauge and opaque.
- 4.7 Binder's packs with gaps in the wrapping or contained in non-opaque wrapping which in the opinion of GBS Quality Department will allow Ultra-Violet light to cause product deterioration, may either be rejected at the time of delivery or after at our detailed Goods In checking process. Cardboard inserts can be used over the gaps to avoid such deterioration. See picture below.



- 4.8 Shrink-wrap needs to be of sufficient quality and applied tightly enough to prevent the pack bowing and splitting. Loose fitting Shrink-wrap can result in damage to the stock when handled. Again if this is not the case then a non-compliance charge and re-wrapping at additional cost may be imposed. See pictures below for an example of a badly shrink-wrapped pack (left) against a well-executed example (right).



- 4.9. There must be a maximum of ONE ISBN and a single supply edition per carton.
- 4.10. Binders Packs for a title must be of consistent size and shape throughout the consignment i.e. do not have a book on top of an otherwise flat binders pack top for example. The format of the packs should not lead to the actual damage or potential damage to the stock within.
- 4.11. The carton base (length and width) dimensions should not be equal (e.g. not square) this ensures that the cartons will interlock when stacked on pallets.
- 4.12. It is essential not to use 'inner wrap' to wrap stock that is inside a Binders pack. This practice can lead to picking errors, has an adverse impact on processing time and increases the amount of packaging waste that is produced. If a consignment is found to have this present, it will be considered non-compliant and the standard

fee for non-compliance and removal of the 'inner wrap' will be charged to the Publisher.

- 4.13. All types of wrap and cartons should fit the product appropriately. Product should be packaged without voids, so as to limit movement, avoid damage and keep storage space required to a minimum. For this reason, the use of filling product to fill anything but the smallest of voids, is prohibited. See picture below, for example of badly filled carton.



5.0 Licence Plate

GBS in co-operation with BIC have now introduced a Licence Plate system that is less labour intensive for the warehouse and provides a quicker turnaround for the clients.

It involves a close partnership between the printer and GBS, and in turn benefits all parties including the Publisher.

The Licence Plate is a barcode system which carries all the relevant information to process the delivery. The barcode incorporates what is on a pallet and the dimensions of both the book and pack.

The breakdown of the information in the licence plate is as follows

- **ISBN**
- **Unique pallet identification number**
- **Number of packs on the pallet**
- **Pack amount**
- **Price**
- **Weight and dimensions of both the book and pack**

This information is sent from the printers into GBS electronically on a XML file using the BIC Printers Delivery Advice Note standard. (Currently, v 1.0)

The printers involved with the licence plate system so far are Clays and CPI, but other printers are actively being taking on

Technical requirements

There are a number of technical requisites that need to be met before the Licence Plate system can be fully implemented. These involve the transfer of the data between parties, and the quantity of the data within the files.

Our preferred method of file delivery is via email to formate@GBS-ltd.co.uk

The email subject line must be 'Printers Delivery Advice Note'. Any other subject line will not be recognised and the email will not be processed.

The XML file should be sent as an attachment. Although multiple attachments can be sent, we would prefer one attachment per email for ease of management if problems do occur.

Licence Plate files are processed by the I.T. department hourly, starting from 6:30 am until 5:30 pm, therefore we would expect to receive the data at least 1 hour before the stock arrives.

The I.T. department operate a strict policy of 'non-interference' with data transfers. This means that any files which fail to process must be resent from the suppliers system, subject to the nature of the failure.

5.1 Licence Plate requirements

Whilst developing the partnership, your contact with the I.T. team will be through the Project Team assigned. Once the Licence Plate is live and signed off, all correspondence should be through our Helpdesk:-

Email: technologyservicedesk@penguinrandomhouse.co.uk

Tel: 01206 255900

Warehouse requirements

A frequent issue with new suppliers is the quality of the data. Such as weights expressed in kilos instead of grams or vice-versa and scanned faxed paperwork barely legible, emailed through as a PDF.

Non-ASCII characters in the data. Missing mandatory elements in the data.

Part of the take-on process will involve GBS checking sent data against physical shipment, and we will report back any discrepancies. However, it's important that data is consistent, as we are 100% reliant on the data being sent.

Another area that often fails is the weight and measures. These are sometimes calculations instead of measured within the warehouse. We would strongly recommend that new suppliers investigate a QC role at the very least during go-live, to ensure the metrics are accurate and meet our three percent tolerance requirements.

GBS cannot accept over-height pallets. (Maximum height 1200 mm from floor to pallet top).

Any 'odds', miscounts, or failure to send the XML file will impede the processing of the Licence Plate deliveries.

When printers are using Licence plate it is essential that all binders pack labels must be to the BIC standard, that is code128, see Appendix 2

5.2 PALLETS

- 5.3 Dimensions must measure 1200 mm x 1000 mm. The pallet height must be 150 mm including the pallet base and should not exceed 1200 mm for a loaded pallet in order to comply with GBS pallet racking configuration. The width of the timber struts should be no less than 950 mm across
- 5.4 Pallets should not exceed a gross weight of 750 kg. (See Appendix 1).
- 5.5 Priced product should not be mixed with unpriced product, and jacketed product should not be mixed with unjacketed product.
- 5.6 Where product requires re-palletising or inverting due to non-conformance the cost of such activity will be charged according to the GBS Schedule of Rates



- 5.7. Under no circumstances can a pallet be supplemented with empty cartons. Packs must be laid on the pallets face down i.e. they must not be stored on their short edge or spine.
- 5.8. All loads should be consolidated so that they use the minimum amount of pallets. If a single title within a mixed consignment is present on more than one pallet, then it must be consolidated to the minimum possible, to avoid additional processing time and utilizing excess storage space.

- 5.9. Mixed pallets must be accompanied by a pallet manifest; individual titles must be stacked together. Small quantities of product that need to be mixed on a pallet should ideally be by layer and separated by a cardboard divider. Ideally the largest amount of packs would be located at the bottom of the pallet. The pallets should be shrink-wrapped and clearly identified as mixed.
- 5.10 Cartons should not overhang the pallet perimeter.

6.0 DELIVERY VEHICLES

- 6.1 Deliveries made to our GBS Site should be capable of side unloading where possible. Suppliers must specify at the time of booking whether a vehicle will be rear or side unloading.
- 6.2 Pallets may be stacked two high at maximum but must be secured together with either shrink-wrap or banding. Metal banding may not be used. Where pallets are stacked during transit they must be sufficiently protected to ensure that product is not damaged
- 6.3 Under no circumstances will palletised loads that are stacked in a pyramid fashion be unloaded and any load considered by the Goods In Team Leader, Manager or Site Safety Officer to be unsafe will be rejected. GBS will not accept any responsibility for commercial impact of load rejection for the above reasons. No load will be moved using rope or strapping.
- 6.4 Pallet tops must be utilized for all double stacked pallets and safely secured. Pallet tops where used are non-returnable.
- 6.5 **Delivery drivers will be required to check the load off, pallet by pallet working with the fork lift driver, marking down broken and non-conforming pallets and damaged stock.** This is to remove any doubt of how the load arrived and who is responsible for the damage caused. Any driver refusing this process could be refused delivery at the manager's discretion.

7.0 POINT OF SALE

- 7.1 The following requirements apply to the supply of Point of Sale product (hereafter referred to as POS) to GBS.
- 7.2 All POS is to be supplied in packs or bundles of complete sets. Sets for dumpbins, counter packs or similar must contain all components of dumpbins including outers in ready to use format.
- 7.3 POS bundles or packs are to be labeled with full details of ISBN, bar code, descriptions, quantity, price, weight and publisher/supplier details. (See Appendix 2) It should be noted that the details for empty items should relate to the ISBN for the empty items.
- 7.4 All POS is to be accompanied by a delivery note containing ISBN and full product details including quantities. (Refer to section 2.2 for details).

- 7.5 Any small deliveries made via third party couriers are required to be booked in if the total number of cartons exceeds 8. They will need to be correctly addressed and accompanied by an appropriate delivery note.
- 7.6 Posters, headers, mobiles and promotional material will not be considered non-compliant if there is no barcode. Posters should have an eye readable ISBN as part of the art work.
- 7.7 Palletisation of product must be on pallets sized 1000mm x 1200mm with maximum pallet height of 1200mm. (See Appendix 1).

The product should fit within the confines of the pallet. Any stock that exceeds these dimensions may be subject to additional storage charge of £25 per pallet per month to reflect the fact that these cannot be stored conventionally in our racking and will need to be stored elsewhere.

- 7.8 For posters, headers, mobiles and promotional material, where the quantities are less than one pallet, items may be mixed on a pallet.
- 7.9 Any oversized or ready assembled products such as Spinners require 7 days notice of delivery and specific details of the nature of the product must be given to ensure that appropriate offloading and storage facilities can be provided.
- 7.10 All oversized or ready assembled products such as Spinners are to be supplied with adequate packaging for onward dispatch to individual customers by GBS carriers. In the event that the packaging is not substantial enough for onward shipment, GBS /GBS reserve the right to refuse the consignment.
- 7.11 Outers supplied for dump-bins, counter packs or similar must be of the correct dimensions and of suitable quality to accommodate full and made up items and any fillers required must be provided so as to limit movement and avoid damage.
- 7.12 Dumpbins must be supplied on a pallet together with their outers, as opposed to outers supplied on a separate pallet.
- 7.13 All products that require assembly by either GBS or end users should be accompanied by an instruction sheet for assembly.
- 7.14 Any item delivered with a selling unit of more than one should be securely packaged in unit groups. Both the packaging and the paperwork should clearly identify the product as a multiple part unit. For example, leaflets sold as unit size 25 must be clearly packaged in groups of 25. If there were in total 100 leaflets the pack should indicate that it contains 4 units of stock.
- 7.15 Stickers (sheets or rolls) are to be identified as a unit (as opposed to the sticker itself) on both the packaging and the paperwork.

8.0 HEALTH AND SAFETY

- 8.1 All POS or binders packs must clearly display their weight.
- 8.2 No pack should weigh in excess of 20 kg.
- 8.3 Any pack containing unevenly distributed weight must be clearly identified as such.
- 8.4 Pallets should not exceed maximum gross weight of 750 kg. (See Appendix 1).
- 8.5 Pallets should comply with the pallet specification as detailed in Appendix 1. This is with particular reference to the floor struts of the full perimeter base which allow the weight of the pallet to be distributed evenly. The pallet must be made from solid wood, Plywood pallets are not acceptable
- 8.6 Drivers are not to enter the warehouse due to safety requirements and security.

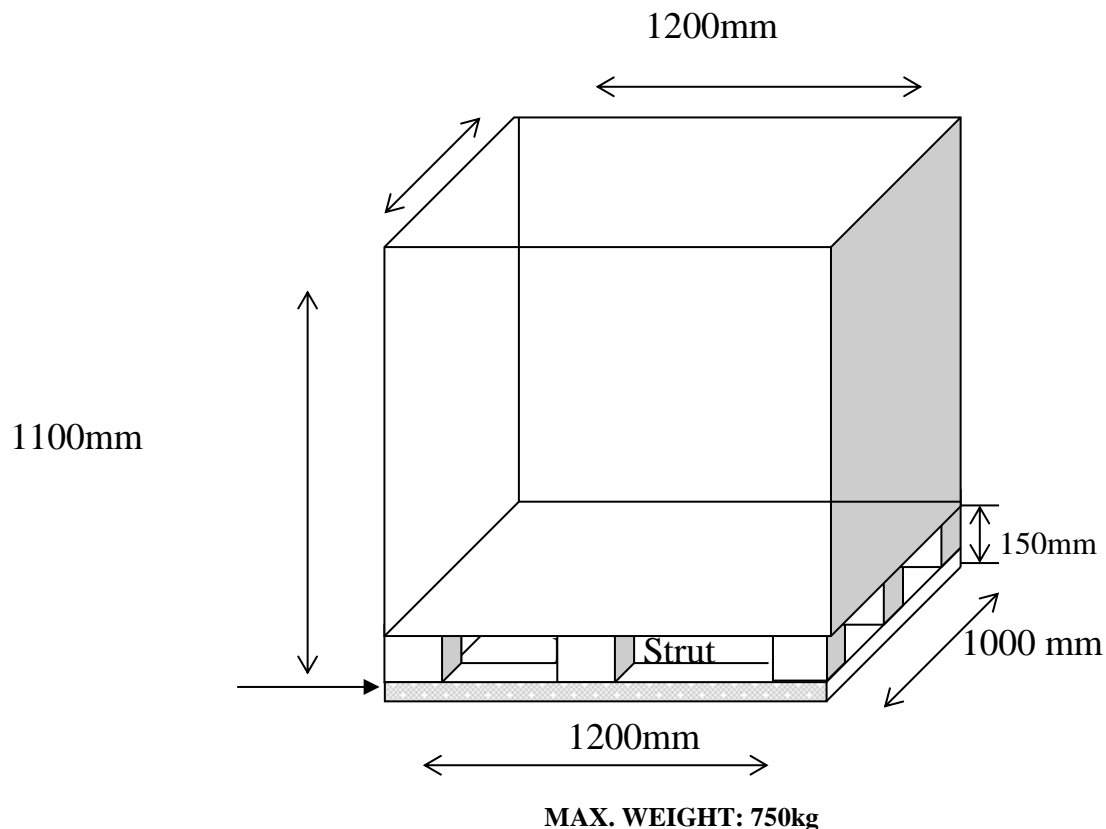
9.0 GENERAL

- 9.1 Drivers may smoke in the designated smoke shelter at the front of the building and nowhere else on site.
- 9.2 Drivers are expected to carry their own forms of communication and will not normally be allowed to use the GBS telephone system.
- 9.3 No overnight parking facilities are available on site.
- 9.4 The on-site speed limit is 10 mph /16 kph.
- 9.5 All drivers are expected to follow the site signage and to park up in the bays marked until given instructions for unloading bay allocation.
- 9.6 Drivers are not to enter the warehouse.
- 9.7 Vehicles may be stopped and searched when they leave the site at the Manager's discretion.

Appendix 1
PALLET SPECIFICATION

All deliveries should be made on pallets. All pallets should conform to the requirements listed in the specification. Overall pallet dimensions will be:

- 1200mm x 1000mm x 150mm. Timber thickness must not be less than 16mm x 950 mm width
- The maximum overall height for a loaded pallet is not to exceed 1200mm including the pallet.
- The maximum gross weight of a pallet is not to exceed 750 kg.
- All stock should fit within the footprint of the pallet.
- The pallet should have four-way entry, and have a full perimeter base. Pallets Standard must be BS ISO 6780:2003. The pallet must be made from solid wood, Plywood pallets are not acceptable
- Please note the floor struts on all four sides of the full perimeter base – see diagram below. This gives the pallet strength and is necessary for health and safety reasons.
- Goods are to be packed a single title to a pallet, all pallets of the same title must be of a consistent quantity with the exception of the last make up pallet which should be clearly identified.
- Small quantities of product that need to be mixed on a pallet should ideally be by layer and separated by a cardboard divider. The pallet should be shrink-wrapped and clearly identified as mixed.



Appendix 2

BINDER'S PACK IDENTIFICATION REQUIREMENTS

List of data requirements and their source.

Data	Source	Representation
Publisher's name	Publisher	Eye readable
Printer's name	Printer	Eye readable
ISBN in its standard format	Publisher	Eye readable
EAN-13 article number	Derived from ISBN	Bar code
Book title	Publisher	Eye readable
Price / Currency	Publisher	Bar code and eye readable
Quantity in binder's pack	Printer (generally)	Bar code and eye readable
Weight of pack	Printer	Eye readable

- Currency to be based on ISO 4127
- Label size should be A6 (148 mm wide by 105 mm high). Labels may be curved or square cut at the corners.
- Labels should be white with black detail normally but other contrasting colours are acceptable, providing clarity and bar code scanner readability is maintained.
- Details of how to produce a barcode can be found in the extract from the Book Industry Communication Binder's Pack Bar Code Label Standard spec. Further information can be obtained from their web site on www.bic.org.uk.
- Example of label layout is re-produced below:

Publisher: TBS Distribution Title: BAR-CODE LABEL ISBN: 978-0-09-123456-1 PRINTERS NAME	Price: £5.99 Qty: 20 Pack WT: 15.00kg
	
Empty space for additional information	



Delivery Request Form

Intro text	
Delivering Carrier Name:	
Contact Name & Phone Number:	
Publisher(s) included on load:	
E-mail contact	
ISBN:	
Requested Delivery Date:	
Requested Delivery Time (AM/PM):	
Number of Pallets:	
Number of Titles:	
Manifest Number (if applicable):	