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## SPECIFICATION FOR DELIVERIES TO:



Please ensure that the information contained within this document is read and understood by the relevant personnel within your organisation and your suppliers.

Once reviewed please fill out the section below acknowledging that you will comply with this specification for all deliveries to Hachette UK Ltd and nominate the person who should receive Emails or calls in the case of non-conformance.

Once completed please e-mail a scanned copy of this front sheet to [hukdgoodsin@hachette.co.uk](mailto:hukdgoodsin@hachette.co.uk)

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We have read and understood the information contained within this specification and will ensure our deliveries comply with the standards detailed in this document

<b>Publisher</b>	
<b>Authorised signature</b>	
<b>Print Name</b>	
<b>Position</b>	
<b>E-mail address</b>	
<b>Telephone number</b>	
<b>Date</b>	

### Contact for reporting non-conformance issues

<b>Name</b>	
<b>Position</b>	
<b>E-mail address</b>	
<b>Telephone number</b>	

If you have any questions regarding any of the content listed in this specification, please send your query via e-mail to [hukdgoodsin@hachette.co.uk](mailto:hukdgoodsin@hachette.co.uk)

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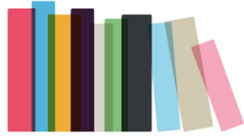
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ISSUE 1.5	13/11/2023	Section 6.4 – Additional information on excess void 6.5 added with corrugated card specification guide.
ISSUE 1.6	05/07/2024	New branded log, updated preference on email bookings, Unit 130 delivery address added, updated section 5.13 – mixed pallets, section 6.10 – Confirmation any pallet despatches from HUKD will go in original binder packaging.

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# MAKING THINGS WORK IN THE BOOK SUPPLY CHAIN

With



## 1.0 Introduction

This document serves to formalise the expectations of Hachette UK Distribution, giving details of the minimum standards for the presentation of pallets and products coming in to the Business.

It provides all the information required by suppliers to ensure that their deliveries are readily accepted and that products can be processed efficiently and safely throughout the ongoing supply chain.

It describes what steps are to be taken if deliveries do not conform to these standards or if product quality is found to be unacceptable after delivery, including any charges for remedial work or rejected products.

The main focus though is on getting things right, 1<sup>st</sup> time, and every time starting with the supply. There needs to be a high level of Assurance in the Quality of incoming pallets, packs and products that negates the need for excessive Quality Checking on receipt and avoids the disruption of finding unusable books in the picking areas, or indeed at the retailers.

The implementation of this document signals the start of an ongoing relationship with Hachette Distribution Quality Assurance and will include measuring and reporting on the performance of suppliers, with follow-up meetings to action improvements where necessary.

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## 2.0 Booking in deliveries

- 2.1 All deliveries must be booked in prior to physical delivery. To ensure we can accommodate your required slot we would recommend booking in prior to despatch from your premises and typically not less than 48 hrs in advance.

**\*\*DELIVERIES WITHOUT A VALID BOOKING REFERENCE WILL BE REFUSED\*\***

- 2.2 To obtain a booking slot and reference suppliers should email or phone (to ensure there is an audit trail of the booking confirmation, email bookings are preferred and recommended)

### By Email

- Supplier to email [hukdgoodsin@hachette.co.uk](mailto:hukdgoodsin@hachette.co.uk) requesting an appointment for upcoming delivery. Requesting a template of the required excel booking manifest that must be populated. See 10.1 for example manifest and directions for completion.
- If supplier holds a template copy of the inbound shipment manifest\* (Excel spreadsheet). Then this is to be added when making the appointment request
- Goods In administration team will issue an appointment reference, delivery date and time adding these to the supplier manifest.
- Goods In returns the completed manifest to the supplier as confirmation of the booking.

### By Phone

- Supplier calls Goods In telephone line (+44 1235 759720)
- Goods In issues an appointment reference, delivery date and time
- Supplier to provide a valid email address for a template manifest to be sent to for completion.
- Goods In admin team emails a pre-filled inbound shipment manifest\* (Excel spreadsheet) to the supplier. See 10.1 for example manifest.
- Supplier completes the manifest with ISBN, title, quantity etc.
- Supplier returns the completed manifest to Goods In

## Delivery Address

Hachette UK Distribution has 2 sites within 0.5 miles between each site, the Goods In team will confirm the site that we require you to deliver to for the specific appointment.

In the case that you do not receive a reply, call the goods-in line which is open Monday – Friday 7.00am – 6.00pm (excluding UK bank holidays)

\*Electronic transfer of inbound shipment manifest also available please contact Goods in team for more details.

**Deliveries will only be accepted when an inbound shipment manifest has been supplied.**

- 2.3 Booking in reference and time must appear on your delivery paperwork.
- 2.4 If your driver knows in advance that they will be early or late for their slot please call the goods-in line and we will be able to advise if we can accept the delivery.

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- 2.5 If the delivery vehicle arrives later than the agreed booking in slot then we will endeavour to accommodate the delivery in the next available slot. If there are no free slots remaining on that day the delivery will be refused and you will need to obtain a new booking in time.
- 2.6 Please note that the booking reference and time is for a stated number of pallets only, excess pallets could result in the whole load being refused.

### 3.0 Delivery vehicles and driver information for both sites

- 3.1 The address for deliveries into HHC

**Hachette UK Distribution  
Hely Hutchinson Centre  
Milton Road  
Didcot  
OX11 7HH**



- 3.2 The address for deliveries into Unit 130

**Hachette UK Distribution  
Unit 130  
130 Park Drive  
Milton Park  
Abingdon  
OX14 4SE**



- 3.3 Upon arrival vehicles should report to the gatehouse for further instruction

#### Rules for drivers whilst on site

- The maximum vehicle speed limit on site is 10mph
- High visibility jackets must be worn on site at all times
- Drivers are not to enter the warehouse without authorisation.
- No children under 16 allowed on site
- Smoking is not permitted on site

- 3.4 Once parked as instructed by the gatehouse staff the driver should report to the site Hub Office. Upon request the driver should then provide the goods in operative with the booking in reference and pass them the delivery paperwork

**\*\*DELIVERIES WITHOUT A VALID BOOKING IN WILL BE REFUSED\*\***

- 3.5 The goods in operative will check the paperwork to ensure all the relevant information has been supplied (for a full list of our paperwork requirements please review section 4.0 of this specification)

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- 3.6 Once the goods in operative has checked the paperwork conforms to the required standard they will advise the driver where to position the vehicle for unloading
- 3.7 Please note the pallets being delivered must be readily accessible as we are unable to move any product not intended for us
- 3.8 For health and safety reasons if your delivery is unloaded from the bay your driver must hand his vehicle keys to the goods in operative and these will be returned once unloading is complete
- 3.9 All goods will be signed 'unchecked' to confirm 'pallets delivered' only. Any subsequent discrepancies will be notified to the Publisher within 3 working days of receipt.
- 3.10 Please note pallets delivered to Hachette UK Distribution are non-returnable
- 3.11 If it is deemed by the goods in team that it is unsafe to unload the vehicle the delivery will be refused.
- 3.12 Hachette UK Distribution do not accept unpalletised loads and these will be refused

#### 4.0 Delivery Paperwork

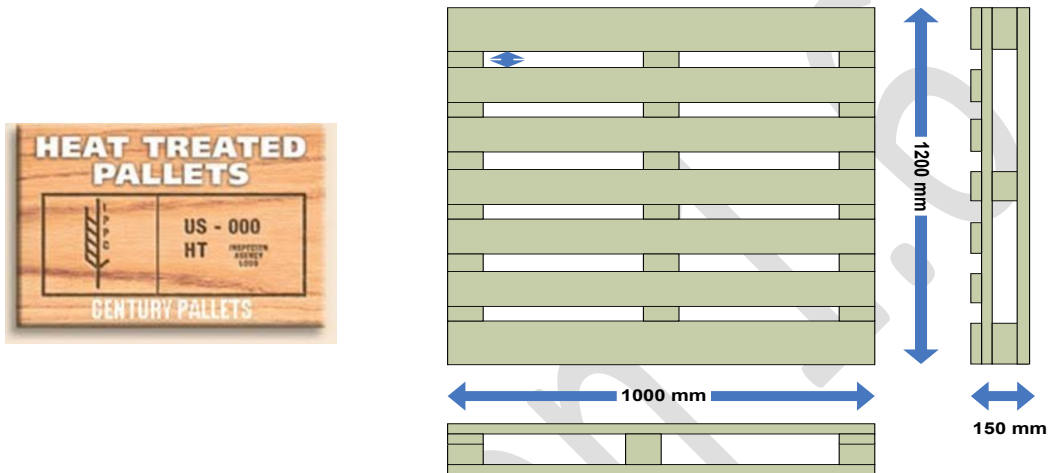
- 4.1 A valid Inbound shipment manifest must be sent at least 24 hours in advance of delivery (see section 2.0 Booking in deliveries, in excel format via email).
- 4.2 Delivery paperwork must contain the following information on arrival.
  - Supplier name & address
  - Carrier name and address
  - Booking in reference
  - Date of despatch
  - Total number of pallets
  - Detailed pallet manifest
- 4.3 A minimum of 2 copies of paperwork will be required with each delivery.

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## 5.0 Pallet specification, labelling and presentation

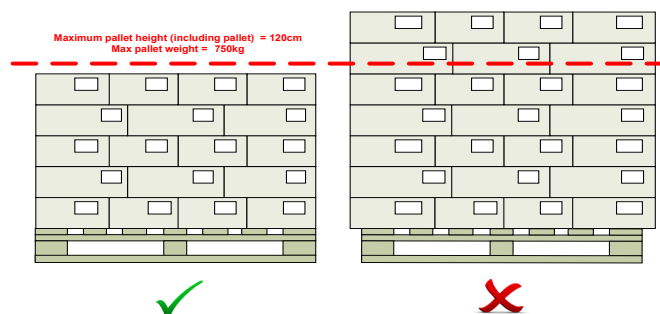
- 5.1 Hachette UK Distribution only accepts deliveries on 1200mm x 1000mm, 9-block, 4-way entry pallets with a full base perimeter and 150mm high. Pallets should be of strong construction, made of solid wood and be in good condition. Pallets imported from outside of UK must be compliant to ISPM15 heat treatment (plywood and plastic pallets are not accepted). If possible, all UK pallet deliveries to also be supplied on ISPM15 Heat treated as standard

If deliveries arrive on pallets not to this specification these will be unloaded and re-worked onto 4-way entry pallets or in extreme cases will be refused.



**Bottom strut must be full perimeter**

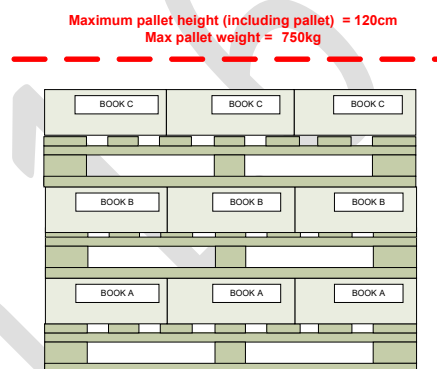
- 5.2 Pallet weights should not exceed 750kg
- 5.3 Pallets delivered to Hachette UK Distribution are not returnable.
- 5.4 Maximum pallet height (including pallet base) is 1200mm. (We would encourage suppliers to stack to this height where possible to prevent; wasted space and inflated costs for transport and storage)
- 5.5 Before stacking a cardboard protective covering must be placed over the base of the pallet.
- 5.6 Boxes should be stacked on the pallet in an interlocked formation (not in pillars), evenly loaded and occupy the full base of the pallet
- 5.7 Boxes should not overhang the face of the pallet (see below)



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- 5.8 Where possible all pack labels should be applied so they can be viewed from the outside of the pallet
- 5.9 Pallets should be loaded on a single title per pallet basis, all product on the pallet should be the same; e.g. price, weight, title page, jacket (if applicable), signed copies.
- 5.10 Loose stock is not permitted and any part cases should be clearly marked and placed on top of the smallest pallet of the same title.
- 5.11 When double stacking pallets please ensure a top board is placed between pallets, this should be adequate to protect the stock below.

5.12 Smaller deliveries of mixed titles, one title per pallet, can be stacked on top of each other providing the combined height of the pallets (including the pallet base) do not exceed the maximum 1200mm height and the combined pallet weight does not exceed 750kg (please see diagram to the right). Please also ensure cardboard covering is placed between each pallet, to protect the stock below.



- 5.13 Where there are single, or small numbers of packs, or multiple titles that cannot be packed as above then it is acceptable to deliver these mixed on pallets providing they are clearly marked as 'mixed title pallets' and that packs of the same titles are consolidated on the same pallet. In this instance all pallets labelled as "Mixed Pallet" and showing the pallet number in the comments of the electronic manifest.
- 5.14 Pallets should be securely wrapped in polythene, including the top. For health and safety reasons please do not deliver pallets with metal wrapping or binding.
- 5.15 Each pallet should be labelled with the following information.
  - Delivery address
  - ISBN and title (including variant if applicable)
  - Pack size
  - Number of packs
  - Total pallet quantity
  - Pallet number (e.g. 1 of 4, 2 of 4, 3 of 4, 4 of 4)

The label should be applied to the short side of the pallet.

Also note that any **variant** of an ISBN is also shown against the ISBN on the label.

- 5.16 **Parcel carrier / carton deliveries** – If a small number of cartons are sent via a parcel carrier the same process as a pallet delivery must be followed - these must be booked in and an appointment

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number obtained (see section 2.0) and an electronic manifest must be completed (see section 10.1). All cartons must be clearly labelled with the following;

- FAO Goods In – Hub Office
- Appointment Number
- Carton X of XX

5.17 Hachette UK Distribution takes its environmental obligations seriously and operates an extensive re-cycling policy on site. Please ensure all packaging material is made from fully recyclable material.

## 6.0 Pack presentation and labelling

6.1 Pack weight **should not exceed 20kg** per pack and the weight should be displayed on the outside of the pack, any **pack greater than 15kg should display a heavy label which is clearly visible**. Example below. Any carton between 15kg and 20kg not displaying a warning label will be reworked upon arrival and a time and materials charge will be applied, any carton greater than 20kg will be sent to our value-added services department to be reworked into a smaller pack qty to ensure safe manual handling. All reworks will be charged as time and materials.



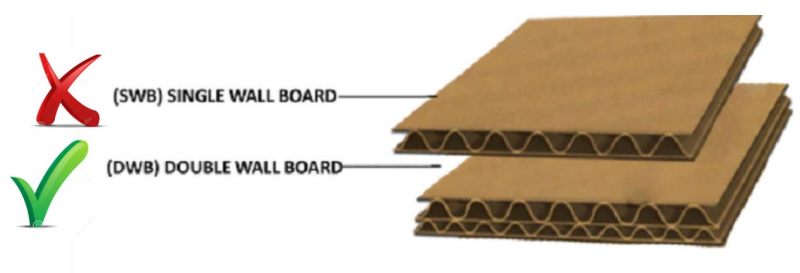
6.2 For shrink-wrapped packs please ensure there are no gaps in the plastic and that the film covers all surfaces of the books. The film should be opaque to avoid UV light discolouration of pages.

6.3 All packs should be capable of being manually handled without splitting or bending and causing damage to the products.

6.4 When packing in cartons please ensure there is **no excessive void** which could lead to carton crushing/collapse during transit or storage.



6.5 It is recommended that all binder packs are supplied in cardboard cartons that are FEFCO standard 0201 style cartons which means this design has flaps top and bottom of the carton made from B/C flute double walled corrugated material. Examples of style and fluting below



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- 6.6 Products should be presented in the pack size determined by the Publisher when the title became live and should not vary on subsequent deliveries.
- 6.7 Mixed titles within packs will not be accepted.
- 6.8 Packs should be labelled as per the below example.

Publisher: HODDER Title: INVENTION OF NATURE ISBN: <b>9781848549005</b> Printer: CLAYS LTD	Price: U.K. £10.99 Qty: 40 Edition: PB Weight: 14.2 kg
 9 781848 549005	
Comments:	

ISBN barcode should be the same format that is on the item itself (EAN-13)

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- 6.9 The pack label should always be fixed to the end of the carton that will be facing outwards on the pallet
- 6.10 All packaging **MUST** be suitable for transportation and onward Delivery, **HUKD will despatch any pallet orders in the products original binder packaging without adding any further additional protection.**

**7.0 Non-conformance procedures and charge structure**

- 7.1 For all non-conforming Pallets/Stock received there will be a re-work charge sent to the Client.
- 7.2 Labour will be charged at current hand work rates.
- 7.3 Any materials that are required shall be charged at their replacement cost.
- 7.4 Photographic evidence will accompany all charges with a list of works completed sent to the Client.

**8.0 Product Quality**

- 8.1 Products should be designed such that they can withstand the processes of transport and storage, including internal handling in the warehouse and being placed with other products in packs or totes to be sent to Customers via pallet or parcel delivery methods. Products that are delicate in nature or have easily damaged surfaces should be wrapped or protected in some way prior to being presented to Hachette UK Distribution.
- 8.2 It is expected that suppliers should be able to assure the quality of their products by carrying out audits in their processes to ensure acceptable levels of quality are achieved.
- 8.3 If Hachette UK Distribution find supplier imperfections at any stage, goods-in, bulk / forward locations, or even at the Customers premises, then affected stock will be frozen and reported to the publisher's as non-conforming and charges will apply as in section 7.
- 8.4 All inbound compliance will be monitored and recorded and performance data reported to the individual publishers

**9.0 Contact names and numbers**

Title	Phone	E-mail
Goods in booking line	01235 759720	<a href="mailto:hukdgoodsin@hachette.co.uk">hukdgoodsin@hachette.co.uk</a>

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10.0 Sample “Inbound shipment manifest” (electronic copy available on request)

Please do ensure if the title is a variant of the ISBN this is added in the ISBN field. Otherwise (example 9781234567890.002)

hachette UK DISTRIBUTION							Goods In Manifest			
Booking reference	Delivery date	Delivery time	Supplier	Total pallets	Container Numbers	hukdgoodsin@hachette.co.uk 01235 759 720				
Publisher	PID No.	ISBN	Title	Packs QTY	Pack Size	Loose	Total Qty	Special Instructions		

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