



# Partner Management

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**Logistics Supplier Guide**  
**June 2023**



## Introduction

We take immense pride in offering a flexible service for our suppliers who deliver goods to our Hatfield operations; however due to the sheer scale of our operation it is essential that our suppliers do operate and deliver goods using our policy and procedures. The following details our expectations in this respect.

If, as a supplier you would like to discuss any aspect of this guide, please contact your Partner Management Sourcing Executive.

## Inbound Logistics – Booking in

All deliveries over two pallets must have a booking in date and time to be agreed and booked in advance with the Goods-In Team. Bookings are taken between 0700 hrs – 1500 hrs, Monday to Friday.

When making a booking in request, the Supplier will require the following information:

- Number of trailers and pallets for delivery
- Trailer or shipment number
- Computacenter purchase order numbers to be delivered.

A member of the Goods-In Team will issue a unique reference number for the agreed delivery date, time, and quantity of pallets. If a delivery is attempted without a reference or delivery is attempted with a reference that has a different date, time, or quantity of pallets/trailers; Computacenter will either have the right to:

- Refuse the delivery and request that the Supplier obtains a new booking in reference or
- Will accept the delivery, however, this could be delayed or slower than normal.

All deliveries under two pallets do not require a booking in reference. Deliveries can be made between 0700 hrs and 1500 hrs, Monday to Friday. For all deliveries fewer than two pallets, cartons with more than one stock code are to be clearly labelled "Mixed Items." All cartons are to be clearly labelled, detailing carton content and quantity.

## Inbound Logistics – Delivery vehicle and load presentation

All deliveries must be presented with clear and appropriate documentation to ensure an error free and quick turnaround. If documentation is missing, then Computacenter reserves the right to refuse delivery. Documentation must include:

- Computacenter purchase order number
- Manufacturer's part number
- Quantity of goods
- Total number of cartons
- Weight of cartons

Goods delivered by third party carriers must have delivery documentation on the outside of cartons. A copy of the delivery manifest must be left with a Computacenter goods-in representative upon arrival. All trailers must be capable of being unloaded from the rear, by hand pallet truck. Stepped trailers are not acceptable due to dock leveller restrictions. All loads are to be presented in a manner that facilitates safe and efficient offloading. All palletised loads are to be on either UK four-way entry (1200 x 1000) or Euro pallets (1200 x 700) these must not exceed 2200mm in height. Any deliveries that arrive on over-sized, broken, or damaged pallets may be refused or re palletised at cost to the Supplier. Loads are not to overhang pallet edges and cartons must be secured using a clear shrink-wrap. Pallets to be loaded in such a way that, all carton labels and serial numbers are clearly visible. Serial numbers must be scannable to ensure integrity of stock.

## **Inbound Logistics - Security**

While on Computacenter's site all visitors are to comply with the Computacenter security procedures. (A current copy is available upon request from our Goods In department)

## **Inbound Logistics - Delivery discrepancy notification (DDN)**

Computacenter will endeavour to notify the Supplier of any delivery discrepancy within 72hrs of delivery. Any short-shipment claims by Computacenter will be for credit only. Computacenter will re-order any goods as needed. All DDN's over 30 days old will be charged at £22 per DDN per week. Customer Owned Kit orders will be charged £22 per week after 5 days.

## **Inbound Logistics - Delivery discrepancy returns.**

For any return requests made by Computacenter, the Supplier agrees to raise an RMA within 72 hours. After this period Computacenter reserves the right to levy storage costs on the Supplier. This is calculated in line with the standard Computacenter storage charge of £22.00 per pallet per week but will also be applied to single items.

All collections by the supplier will be mutually agreed. Supplier agrees to collect goods on the agreed date. Computacenter reserves the right to send items back to Supplier and raise an invoice for the cost, should the agreed collection date be missed. Upon collection, drivers will be required to sign a proof of collection, detailing RMA and quantity collected.

## **Inbound Logistics - Delivery discrepancy administration**

All proof of delivery paperwork from supplier must clearly associate the manifest number with the Computacenter Order number and Delivery Advice Note. Proof of delivery paperwork must include clearly legible signatures of authorised Goods-In agents of Computacenter.

## **Outbound Logistics – Stock rotation returns.**

All collections will need to be mutually agreed between Computacenter and Supplier. Supplier agrees to collect Goods on agreed date. Computacenter reserves the right to send items back to Supplier and raise an invoice for the cost, should the agreed collection date be missed or to charge storage for goods at the standard Computacenter rate of £22.00 per pallet per week. Upon collection, Drivers will be required to sign a proof of collection, detailing RMA and quantity collected.

## **Logistics Contacts –**

Delivery requests can be made via email to [GoodsIn.Manage@Computacenter.com](mailto:GoodsIn.Manage@Computacenter.com) or

Direct Line 01707 637966

Alternatively, you can contact Goods In:

- Tony Blackwell on Direct Line: 07834650391 or via email: [tony.blackwell@computacenter.com](mailto:tony.blackwell@computacenter.com)

Escalations on delivery and warehouse issues can be made to:

- Richard O'Sullivan on Direct Line 07801452663 or via email: [richard.o'sullivan@computacenter.com](mailto:richard.o'sullivan@computacenter.com)