



S&S Distribution Customer Guide 2016

Sanderson Way
400 Vale Road
Tonbridge
Kent
TN9 1SW
01732 358800
www.ssdistribution.co.uk

palletline

ABOUT US

S&S Distribution Ltd was established over 40 years ago by the Sanderson family and in this time has gone from strength to strength.

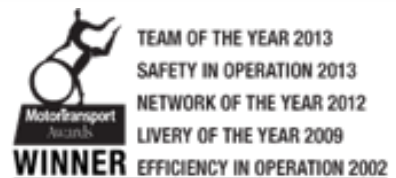
Entering a new era, since the families retirement in 2015, the business is now owned by Palletline, the pallet network S&S Distribution are members of.

The core values and operational processes of the business remain unchanged with key focus on forging long term partnerships with all of our customers being fundamental to the success of our business. We strive to provide reliable, trustworthy and cost effective solutions to suit any requirement.

We offer a comprehensive solution for the distribution of palletised consignments across the UK and beyond. Bringing together both in-house and networked facilities to ensure we match our service to your requirements, we provide fast and reliable overnight and economy services for a vast range of goods, including the safe transport of Hazardous Materials, through our membership of the Hazchem Network. The services we offer include:

- ✓ Next Day Service
- ✓ Economy Service
- ✓ Quarter, Half and Full Pallets
- ✓ Saturday AM deliveries
- ✓ Timed deliveries
- ✓ Hazardous Goods
- ✓ Dedicated Vehicles

- ✓ Specialised regional distribution centre deliveries
- ✓ Complete coverage of the UK and Ireland
- ✓ European solutions
- ✓ Totally flexible storage solutions in our modern fully racked warehouses



THE HAZCHEM NETWORK

PLACING ORDERS

All Transport Orders should be placed online using our Customer Portal. This can be accessed via our website www.ssdistribution.co.uk, and gives you complete control of your bookings. From entering jobs, printing pallet labels, tracking your consignments to viewing POD's. If an online account has not yet been activated for you, or you would like a reminder of how to use the system, please contact the Customer Care team.

ORDER DEADLINES:

Collections within the TN postcode: **1.00pm** on the day of collection.

Collections outside of this postcode: **11.00am** on the day collection.

*ADR Collections within the RH and BN postcodes. The booking deadline is **5.00pm the day prior to collection.**

Any amendments to orders must be completed by 3pm and confirmed by email to admin@ssdistribution.co.uk

It is essential that we are pre advised of any special requirements, for example: Vehicle restrictions, Time limitations, Tail Lift on/off load. If we are not made aware prior to the consignment travelling it will be delivered between 0900-1700hrs, on any size vehicle.

Oversized pallets (anything over a 1m x 1.2m footprint) the total pallet spaces must be declared. This is imperative for planning the consignment, ensuring there is adequate room on the collection and delivery vehicles.

*For Hazardous Goods Consignments - Please ensure all UN information is given in the Collection Information line of the Enter Jobs screen: UN Number, Packing Group & Class plus any booking reference required to be given by the driver. Always ensure a copy of your delivery note is attached to each pallet/parcel and another copy given to the collection driver. This must also list the following: UN Number, Shipping Name, Packing Class and Packing group.

PALLET PRESENTATION

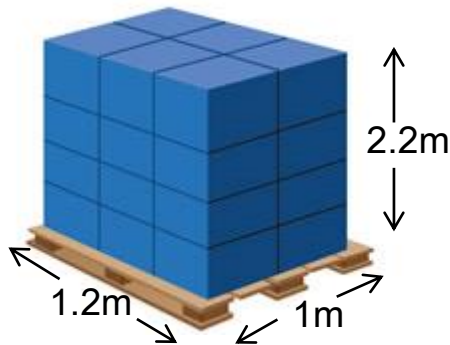
Presenting your Goods

Whilst every care is taken when pallets are in transit, they can be handled on at least 8 separate occasions.

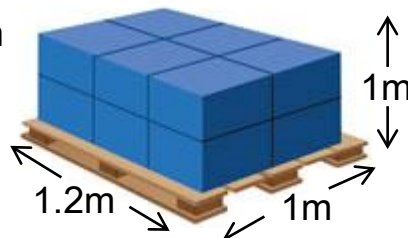
By following this guide you can aid your consignments safe delivery. Clear shrink wrap is a simple and effective way of adding extra protection and security. Whilst banding goods to the pallet will ensure less movement whilst in transit and at on and off loading points. For further advice on palletising your goods please contact the Customer Care team on ccare@ssdistribution.co.uk

Pallet Labelling

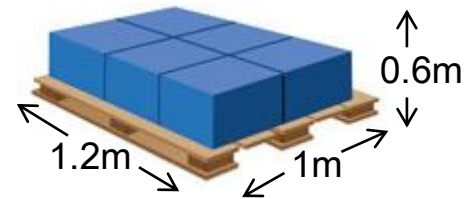
Our minimum labelling requirement is that all freight (each individual pallet) must be clearly marked on the two short sides. When using the online booking system a PDF of your label will be generated for you to print. This should include: Delivery Name and Full address, Pallet count, e.g. 1 of 2, 2 of 2. If the consignment contains Hazardous Goods the Dangerous Goods Note must also be attached to the pallet.



Full Pallet
1250kg Without tail lift



Half Pallet
500kg



Quarter Pallet
250kg

Maximum Pallet Dimensions and capacity



A securely stacked and wrapped pallet acceptable for transit through the Palletline system



An insecurely stacked and wrapped pallet not acceptable for transit through the Palletline system

Pallet presentation instructions



Pallets consigned requiring tail lift deliveries must have four way entry

PRICING AND TERMS

Reverse Collections:

Should you require a collection outside of our core territory (the TN postcodes) back to an address within this area, the rate will be as per the delivery charge for a Full Pallet, Next day service to the collection postcode area. For example: Collect from DH deliver to TN = £58.00 + vat.

Should you require a collection AND delivery outside of the TN postcodes, an additional charge of £25.00 should be added to the delivery cost of the postcode furthest away. For example: Collect from DH deliver to KY = £68.00 + £25.00 + vat.

Charges:

Failed collection, delivery and redelivery charges will apply if the fault lies with the sender or consignee. However if the failure is with the delivery or collection depot, there will be no charges passed on to you. We do however reserve the right to charge for jobs where, after 4pm any amendments, reduction in pallet quantity or cancellations are made.

Oversized pallets, anything exceeding a 1m x 1.2m footprint - You will be charged against the corresponding pallet rate, be it $\frac{1}{4}$, $\frac{1}{2}$ or full x the number of spaces.

Terms and Conditions:

We operate under the RHA standard terms and conditions of carriage. Unless agreed otherwise by ourselves, all non hazardous freight will be covered at £1,300 per tonne. And ADR goods at £5,000 per tonne. We can offer extended cover however this must be arranged prior to your consignments travelling. For any high value goods we would always recommend you take out your own additional insurance.

Claims:

In the event that something happens to your consignment whilst in transit, you must notify us in writing within 2 working days of the incident. We will then provide you with a Claim Form to complete and return, again this must be done within a further 7 working days. Once received an investigation will be carried out. Depending on the nature of the claim, the time it takes to advise you of the outcome will vary. We will always deal with these matters as quickly and efficiently as possible. Please note that all claims are weight based on the Cost value of the damaged/lost goods.

Rates:

Annual rates reviews are carried out every February. However we do reserve the right to introduce a Fuel Surcharge at any time, should the business deem it necessary.

Should you have any questions or require clarification on the points covered above please contact us on 01732 358800.

S&S DISTRIBUTION CONTACT LIST

Department and Contact Name	Telephone	Email
Directors		
Managing Director - Richard Ball	01732 373330/07990 550816	richardb@ssdistribution.co.uk
Local Distribution		
Traffic Manager - Mark Gordon	01732 373326	traffic@ssdistribution.co.uk
Late Shift Supervisor - Kevin Roache	01732 373302	
Traffic Clerks: Catherine Green	01732 373322	
Paul Weaver		
Charlie Gregory		
Milena Balik		
Night Planner - Daniel Tippen	01732 358800 Option "0"	
General Traffic Planning		
Distribution Supervisor - Sean Matthews	01732 373313	traffic@ssdistribution.co.uk
Collections Planner - Kevin Roache	01732 373302	
Out of hours 01732 358800 - will then transfer to a mobile at weekends		
Health & Safety, IT & Hazardous Goods		
Manager - John Childs	01732 373328/07759 954983	john@ssdistribution.co.uk
Sales & Marketing		
Business Development - Richard Ball	01732 373330	saleA@ssdistribution.co.uk
Sales & Marketing - Claire Champneys	01732 373310	
Customer Care, Orders & Admin		
Customer Care Manager - Emma Archer	01732 373329	emma@ssdistribution.co.uk
Customer Care Supervisor - Stuart MacDonald	01732 373320	ccare@ssdistribution.co.uk
Customer Care Team: Tara Green	01732 373303	
Christian Hill	01732 373321	
Sarah Cheeseman	01732 373304	
Ruth Jenner	01732 373332	ukorders@ssdistribution.co.uk
Accounts & PODs		
Manager - Laura Earl	01732 373319	accounts@ssdistribution.co.uk
Credit Control - Sue Sales		
Warehousing & Storage		
Warehouse Manager - Nigel Bird	01732 373306	warehouse@ssdistribution.co.uk
Warehouse Stock Controller - Anne-Marie Penn		
<p>For UK orders email: ukorders@ssdistribution.co.uk</p> <p>For International orders email: euro@ssdistribution.co.uk</p> <p>To use our Online Ordering service visit our website: www.ssdistribution.co.uk</p>		