



# **AG Logistics Ede**

## **Supplier Delivery Instruction Manual**



## Kuehne+Nagel Logistics and AG Logistics Services

Kuehne+Nagel Logistics B.V. and their agents AG Logistics Services B.V. have been appointed as warehouse operators on behalf of WHSmith.

Contact details Kuehne+Nagel Customer Service: +31 (0)313 483909.

## Warehouse Opening hours

- Warehouse 07:00 — 19:00
- Customer Service 08:30 — 17:00 hours

On Dutch public holidays AG Logistics Ede will be closed for business, unless agreed upon otherwise. Outside opening hours: on request and mutual agreement.

## Appointment scheduling

It is required to schedule a delivery appointment at Customer Service via the following email address:

[csede@aglogistics.nl](mailto:csede@aglogistics.nl) and looping in CC: [kndoe.externalwhs@kuehne-nagel.com](mailto:kndoe.externalwhs@kuehne-nagel.com).

Kindly loop [david@aglogistics.nl](mailto:david@aglogistics.nl) in case of escalations.

## Arrival at AG Logistics Ede

A map of AG Logistics Ede is provided in the Appendix 1 (page 4).

Driver will be loaded or unloaded if arrival is within one hour in the previously agreed time slot. Registration is at the driver entrance providing the appointment reference including the original CMR and packing list. The driver is not permitted to access the warehouse and the goods will be unloaded by AG Logistics' team.

## Presentation of Delivery

Only one delivery for a Purchase Order is allowed. The delivery must be made using a single vehicle such that there is a single delivery note. Back orders are not permitted and the delivery must not be split over multiple vehicles.

All deliveries should be on pallets as shown in the Appendix (page 5). Euro pallet format, which cannot be exchanged, with dimensions of 1200mm x 800mm and maximum height of a euro pallet plus product is not to exceed 1800mm. The maximum weight of pallet plus product is 1000kgs. In case of exception this needs to be consulted with Customer Service.

**Pallets should be presented as follows:**

- Each product should be provided on its own separate wooden pallet board. If the volume doesn't warrant a full pallet, then mixed pallets are acceptable (not preferred) providing they are clearly separated by product either in boxes or by using a slip sheet between each product. For example, 5 single layer pallets may be contained within one lift of the overall pallet.
- Each product must have its own label. For pallets with more than one product, each product must have its own pallet label, detailing the PO number and other information.
- Products should be delivered based on one SKU per carton unless the quantity is equal to or less than 10 units. Mix carton is not allowed.
- Where the purchase order equates to multiple full pallets, all full pallets must be presented at the standard full pallet quantity for each line.
- Unless exceeding the standard pallet quantity, each SKU must be delivered on one pallet and not distributed over several other pallets. Single layers of the same product spread over multiple pallets will not be accepted.
- Identical product should be on the same pallet with the same expiry date. Mixed dates on the same pallet is not permitted.
- All products must be securely transparent shrink-wrapped to the pallets to ensure safety in transit and during the unloading process.
  - If products move during transit and this creates a leaning pallet, we will reject as we cannot get this stock off the vehicle safely
- If pallets are presented on top of each other, this is fine if they are all for WHSmith and clearly labelled.
- WHSmith pallets must be the first thing we pull off the back of the lorry, we will not unload other pallets to get to ours.
- If the supplier has changed the number of units in a case and/or changed the pallet configuration from previous deliveries then this must be communicated in advance to ensure the quantity is received correctly.
- AG Logistics does not keep records of pallets.

**Cartons should be presented as follows:**

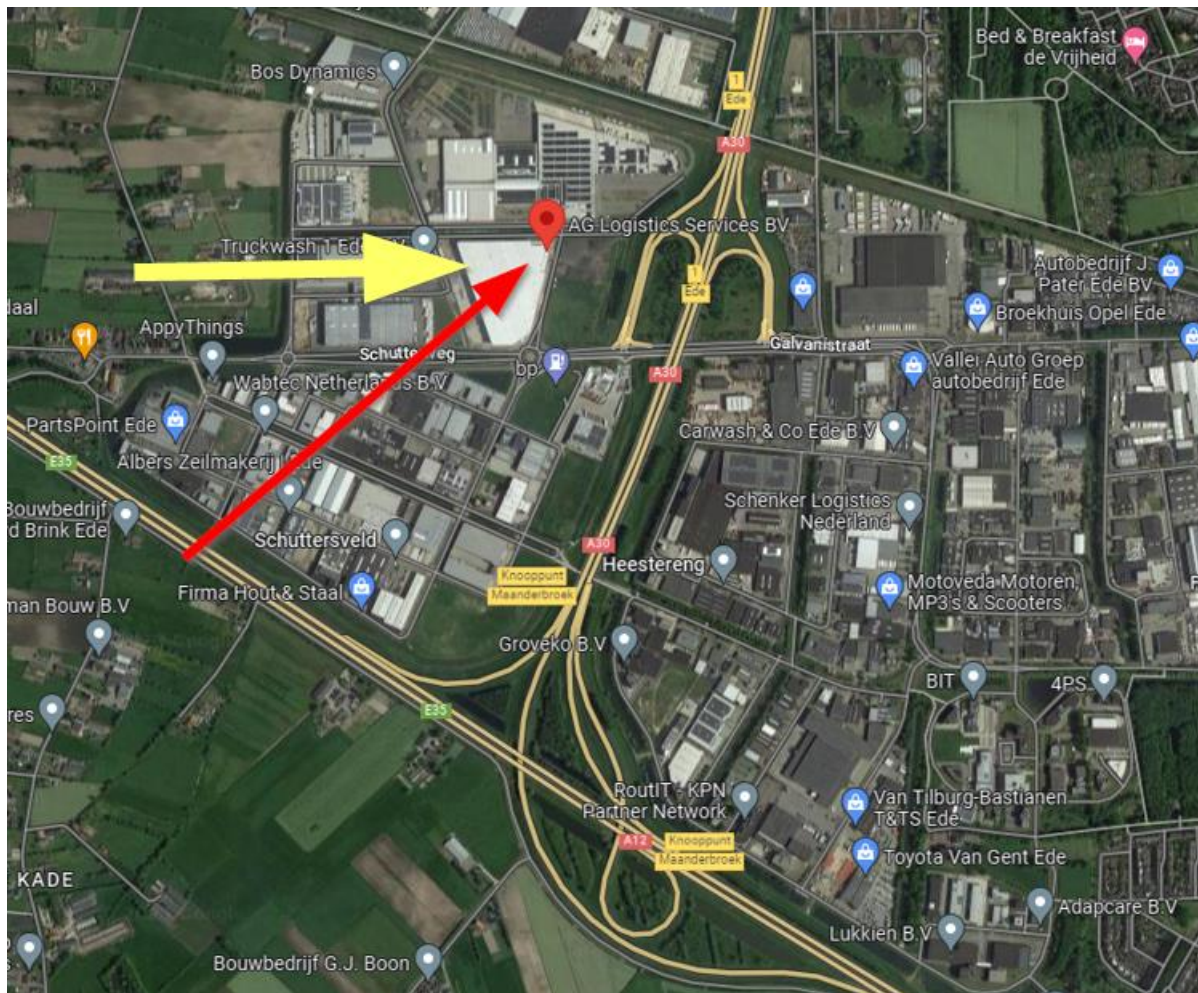
- All cartons must individually be labelled for WHSmith with the booking reference and PO number.
- Carton delivery should only be used where there are 10 or less to be delivered.
- For particularly small products, vendors will be required to deliver in larger outer cartons (rather than having the retail case layered on pallets). The Merchandising team will contact vendors individually to discuss arrangements for specific products to be cartonised.
- The maximum weight of any carton must not exceed 17 kgs., any cartons more than this weight will be rejected. Cartons weighing more than 10kg must have the weight of the carton clearly showing on no fewer than three external faces of the carton (top face, end face and side face).
- Products sent to WHSmith UK must have the same case size and pallet configuration. Contact WHSmith beforehand if there's a different configuration.
- **If one product is glass or breakable, please make sure each carton/pallet is clearly marked FRAGILE.**

## Appendix 1 – AG Logistics Ede contact information

**Email:** [csede@aglogistics.nl](mailto:csede@aglogistics.nl)  
[david@aglogistics.nl](mailto:david@aglogistics.nl) (only used for escalations)

**Address:** **AG Logistics**  
 Daltonstraat 1  
 6718 XD  
 Ede  
 The Netherlands

Drivers entrance is located at the yellow arrow. The red landmark is the AG Logistics' office.



## Appendix 2 – Pallet Specification

Pallet dimensions 1200mm x 800mm x 150mm.

