



This letter explains how our customers can work with us to help ensure the best possible service we can offer. We pride ourselves on offering our customers a responsive and competent service. The team are here to process your orders, resolve complaints and offer product advice. You will find below information which I suggest you read through and keep safe.

### How do I place an order?

We accept orders via phone and email:

**01795 597000 to place your order**

Or email orders to

[Orders@shepherdneame.co.uk](mailto:Orders@shepherdneame.co.uk)

Customer Services are open 08.30 – 17.00 Mon-Fri.

### I have a query about my delivery?

If you have a query about your delivery, or items that have been delivered:

**01795 597070 for Customer Care / Queries**

Or email query to

[customerservices@shepherdneame.co.uk](mailto:customerservices@shepherdneame.co.uk)

Customer Services are open 0700-17.00 Mon-Fri.

**01795 532206 for general enquiries**

### I have a problem with dispense?

Call Technical Quality Services (TQS) on:

**01795 542098** (0830-1700 Mon-Fri)

**07831 377156** (0900-1700 weekends/bank holidays)

### Ordering – call day and call time

Your order needs to be with us on day 1 for your day 3 delivery. You will have been notified of your standard delivery day. If this delivery does not suit please let us know. We can apply to have the day and times changed.

### Order cut off and 'adds'

Your full order should be placed on day one, before 1600, to guarantee your delivery day and time window is met. Day one order, day three deliver.

On day two before 1000 you may be able to 'add' **up to 15%** additional volume to your order. This may not always be guaranteed. These add-orders could be delivered on a separate vehicle. We cannot guarantee that complete orders placed on day two will be delivered within your time window.

### Off delivery day orders

If you need a delivery outside your normal delivery schedule, our team can request an off-day from our logistics provider. If confirmed, these off-day deliveries are only available with an all day time window, 0600-1800. **Not within your normal time window.**

### Correct delivery point

Kuehne and Nagel (KNDL), our logistics partner, have surveyed your delivery point to ensure that it's a safe area for their employees to work. If you wish them to deliver to a different area this has to be formally requested via customer services. A risk assessor can then assess the new delivery point. The dray crews will not be able to deliver to a different area without this authority.

### Racking Casks Stock in cellar

The dray crews can put any cask ales up on stillage for you. If you require this service please ask them.

### Delivered in full, i.e. POD

The dray crews will provide a Proof of Delivery (POD) document with your stock. It's your responsibility to check and sign for goods on this document. Please add the time as well. Failure to do this correctly may result in loss of credit if any anomalies are found after delivery.

### Re-delivery of failed goods

Goods missing or broken on your delivery are not automatically redelivered. If you require the goods urgently please contact customer services and we will negotiate with our logistics partners to have them re-delivered within 72 hours.

### Empties collection

The dray crews offer a one for one policy on empties; if they deliver one tub they should remove an empty for you. If you have excess stock of empties please let us know and we will arrange a bulk uplift, this can take up to 10 working days. Please segregate the empties for collection.

### Ullage reporting and collections

It is important for you to report any ullage to us as quickly as possible as *delay in reporting ullage can result in a refusal of credit*. We will require the following information which you can find on your keg cap and around the seam of the container. It is your responsibility to give us the correct information:

- Name of Product            -            Gyle Number                    -            Racking Date
- Best before Date            -            Batch number                    -            The reason for the ullage return.

When you give us this information it will either be passed to KNDL, who will collect the ullage within 10 working days, and give you a receipt for it or to our own Technical and Quality Services department, who will visit your premises to test the ullage on site. It is essential that you do not let the dray take the ullage away without the correct paperwork in place as this can result in a refusal of credit.

Once the ullage has returned to the brewery it is weighed and tested as dictated by excise regulations. An automated credit decision is reached after this procedure has taken place. Please do not hesitate to contact a member of our team should you have any questions about this procedure.

### Road works & access

If you are aware of any road works or access changes which may affect your deliveries please inform us. We may then flex the delivery day, time or route to minimise the impact to you.

### Contingency Numbers

Should our telephone system fail our contingency mobile numbers will be activated. Please only use these numbers if our main lines are down:

Ordering: 07703 046163, 07718 695574. Customer care: 07718 695576.

We look forward to working with you and don't hesitate to get in touch with any questions.

Yours sincerely,

Rachael Qualey, Trade Customer Relations Manager. [rqualey@shepherdneame.co.uk](mailto:rqualey@shepherdneame.co.uk)



# Customer Delivery Charter

## May 2016



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**KN Drinks Logistics is committed to providing you with the highest levels of service at all times and this is outlined in this Charter. In order to achieve this, we would also ask for your assistance in certain areas to enable your delivery to be completed successfully and safely which are also included in the Charter.**

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- We will take responsibility, when dealing with your issue reported via your call centre, making sure we do whatever is needed to answer your query.
- We will attempt to advise you of any significant issues or delays with regards to your delivery as soon as we are aware of them or alert your call centre to help us do the same
- We will monitor our performance against our customer service standards to continually improve the service we offer.
- Please advise your call centre of any changes to contact details to ensure we maintain effective communication with regards to future deliveries.

### **Delivery**

- We will endeavour to ensure all core products which are available in our warehouse are delivered to you.
- We will deliver your standard order to you within a pre-defined time window and attempt to call you if circumstances hinder this
- We will deliver your order to your cellar or designated area as per the risk assessment. The Risk assessment for your premises can be made available.
- We will collect empty containers from you on a one for one basis as a minimum. Please request an uplift note for larger quantities of empties via your call centre
- For larger quantities of empties for collection we will plan to collect these within 14 days
- We will collect ullage from your premises as per the ullage request note provided to us. We will plan to collect your ullage container within 14 days
- Please do not ask the Dray crew to take ullage without a request note as it will not be able to be processed and may hinder applying any credit due
- We will note any delivery discrepancies e.g. shortage or damage at the point of delivery and ask you to sign to agree to this
- The crew will be courteous and polite and if requested, will call ahead to advise ETA approximately 30 mins before delivery time.
- The crew will wait up to 15 minutes if access to the property is not available on arrival



# Customer Delivery Charter

## May 2016



### **Customer Responsibilities**

- We need an authorised person to be available to accept and check your delivery and sign any documentation; otherwise your order may be returned to the warehouse for future delivery 48 hours later, which will be on an all day time window.
- Could you do your utmost to ensure that access to your premises is not obstructed as the crew may not be able to complete the delivery.
- We need you to ensure that access to your cellar and kegs to be returned are free from obstruction – for their own safety, please do not ask the crew to negotiate or remove obstacles.
- To enable empty collections could you segregate your empty kegs ready for collection.
- If you have signed a 'Left on Premise' or 'Key Drop' agreement, the dray crew will leave your order in the designated area.
- You will be provided with a delivery note for your order. Please check that the correct products, quantity and best before dates have been delivered and are not damaged before signing for your order. Please could we ask that you write the time next to your signature
- In order to rectify delivery issues we need you to make the customer services team aware of any issues within 72 hours of delivery which were not recorded at the time of delivery.
- For ullage you have reported, you will be provided with an Ullage uplift request note to be signed. It is important you check that the correct products and quantity are recorded before signing for your order. To enable collections please can you ensure your Ullage is segregated and is easily accessible. .
- We need your help to ensure your premises are free from hazards and debris in order to enable the crew to make the delivery safely – The Cellar Hazard Notification process will inform you of any hazards observed and this may require your order to be left at the nearest safe place until the hazard is removed. The dray will leave you with a Hazard notification report should this occur.

Examples of Hazards: Broken cellar skids, broken cellar flaps, missing pads, cellar lighting not working, pets not restrained etc.

**A Customer Service notice is attached which summarises the key areas in which you can help ensure the delivery is successful.**

**Please circulate to your staff and display in your staff area.**

Dear Tenant and Customer

### Working Together to ensure Safe and Efficient Deliveries

We are constantly looking at ways to keep everyone safe and reduce any risk of injury to our employees and our customers. Our recent accident analysis shows that the vast majority of injuries and accidents that happen to our delivery crews occur at the point of delivering into cellars. We want to work with you to significantly reduce these accidents and injuries so that we can all work safely. With this in mind, we have reviewed our delivery point hazard process. If the dray crew do notice something that is a potential safety hazard, they are now instructed to notify and record anything of concern so it can be assessed and corrected.

### Delivery Point Hazard Process

- Crews will identify any delivery hazards at your premises during deliveries.
- They will bring this to your attention by completing a Hazard Notification Form and present you with a copy.
- The notification will explain that for *high risk hazards* all deliveries will be to the *nearest safe point until the hazard is removed* to ensure accidents are avoided.
- They will log the hazard at the depot and at this point a process of assessment and corrective action planning will begin.
- As part of this process you will be contacted by the depot to agree what corrective actions need to be taken to make the working environment safe.
- The notification will be copied to Shepherd Neame to enable us to track remedial action.
- Your Business Development Manager will also be informed so that he can track progress.
- If after 28 days the hazard has not been rectified a follow up letter will be issued to you (and Shepherd Neame) to remind you that any future deliveries will have to be made to the *nearest safe point* until the hazard has been rectified.
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We would like to reiterate that whilst most hazards are not serious, they do need attention, and this process should protect both the crews and your staff moving forward.

Please do not hesitate to contact your Business Development Manager or the Customer Services team on 01795 597000 if you have any questions about the process highlighted above.

Yours sincerely

For SHEPHERD NEAME LTD

Rachael Qualey  
Trade Customer Relations Manager

Encs: Customer Delivery Charter and Customer Check List