



On behalf of the entire Shepherd Neame Customer Services team I'd like to take this opportunity to welcome you as a new customer. 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.

All the information below can also be found on the Shepherd Neame Website:

[www.shepherdneame.co.uk/customer-services](http://www.shepherdneame.co.uk/customer-services)

### **How do I place an order?**

You will be sent a welcome email to set up your account and then via the link below.

<https://orders.shepherdneame.co.uk/customerlogin.aspx>



### **Shepherd Neame User Guide:**

[https://orders.shepherdneame.co.uk/netalogue/filedownloads/SNCellar\\_UserGuide.pdf](https://orders.shepherdneame.co.uk/netalogue/filedownloads/SNCellar_UserGuide.pdf)

Or by emailing Customer services on [customerservices@shepherdneame.co.uk](mailto:customerservices@shepherdneame.co.uk)

### **I have a query about my delivery?**

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

**01795 597000 for Customer Care / Queries**

Or email query to

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

Office hours 07:30 to 17.00 Mon to Fri

(closed 13:00 to 14:00)

### **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:**

You will need to place and check out your order on SN Cellar by 15.00 on Day One for Day Three..

### **Emergency orders:**

If you need a delivery outside your normal delivery schedule, please contact your account manager

### **Correct delivery point**

GXO 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.

### **Failed Deliveries:**

If you are not available within your set delivery time and the crew attempt delivery this will be classed as a Failure and the order will be cancelled and you will need to reorder for another day. If the crew cannot access your account or they attempt the delivery out of your set time window and it fails the order will be redelivered in 48 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.

### **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.

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

Yours sincerely,

Claire Illman, Trade Customer Relations Manager. [cillman@shepherdneame.co.uk](mailto:cillman@shepherdneame.co.uk)