

PUR-00018:

# TVS Minimum Delivery Standards



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## TVS Supply Chain Solutions Minimum Delivery Standards

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Please note that all deliveries must adhere to our minimum standards as detailed below. Failure to comply may result in unloading delays or in some cases deliveries being refused. Any rejected deliveries will be returned at the supplier’s cost.

All goods must be shipped to the delivery address as identified on the Purchase Order, ensuring that the items are not shipped to the invoice address by default. Should you have any queries with regards to the delivery address please contact the relevant Supply Chain Co-ordinator. Any costs for transferring mis-deliveries to the correct location will be debited from the supplier, along with a £150 handling fee.

### 1.1 Delivery Paperwork

No delivery will be accepted without paperwork. We expect all paperwork to contain the following information below\*:

- The TVS Supply Chain Solutions delivery address.
- The correct TVS Supply Chain Solutions purchase order number(s).
- The correct TVS Supply Chain Solutions part number(s)
  - Your part number reference, if it is different to the TVS Supply Chain Solutions number
- The part description stating RH/LH or other differentiating features where applicable
- The delivered quantity and unit of measure.
- Total Number of pallets/cartons
- Supplier name and address
- Supplier advice note number
- Name of Carrier and Dispatch Date
- Carrier Consignment Number
- Batch / Lot Number - if applicable
- Date of manufacture - if product has a shelf life (see Section 11 - Articles with Shelf Life)
- Certificate of conformity (see Appendix 1) or test certificate (where requested on PO)
- Concession reference – if supplied under concession (see Section 25 - Concessions)

This paperwork must be visible and on the outside of the consignment. If the paperwork is not located on the outside of the consignment, or if the requisition number is not recognised the delivery will be refused. If there is more than one package per consignment, then please number each box sequentially.

\*Unless an agreed and automated pre-advise process is in place.

## 1.2 Delivery Receiving Times

Please note that deliveries made to TVS Supply Chain Solutions will only be accepted at the following times at our sites:

- Chorley Goods Inwards: From 6:00am to 12:30pm Monday to Friday

TVS Supply Chain Solutions  
Buckshaw Avenue  
Chorley  
Lancashire  
PR6 7AJ

- Banbury Goods Inwards: From 6:00am to 4:00pm Monday to Friday

TVS Supply Chain Solutions  
Unit 7 Chaulker Way  
Banbury  
OX16 4XD

Any deliveries arriving outside of these times will be refused unless a prior agreement has been made with the relevant Supply Chain Co-ordinator.

## 1.3 Presentation of palletised goods

Unless qualifying as a parcel delivery (see below), all loads must be presented fully palletised and meet the criteria as per below:

- All pallets received must be
  - Fit for purpose
  - Clean and in a good state of repair
  - Safe for mechanical handling
  - Fully slatted
- The maximum lift weight per pallet is 1200kg,
- The maximum pallet height cannot exceed 1600mm unless prior approval is given.
- All deliveries to be made on standard pallets (1200mm x 1000mm). Euro and oversize pallets will not be accepted unless agreed in advance.
- Unit loads (containers, pallets, boxes, etc.) to be sealed, securely packed, undamaged and clearly labelled with their contents. Outer packaging must be strong enough to protect contents from transit damage.
- Mixed pallets should be kept to a minimum. However where more than 1 item is delivered on a pallet, different parts must be physically segregated and clearly identified.

- Parts to be delivered on time, in the quantity ordered and identified by a TVS Supply Chain Solutions part number.
- All paperwork should be sealed on the outside of the pallet/box, in a document enclosed label or state which pallet/box the parts are in on the paperwork.
- When the purchase order and / or applicable documents do not specify a method of packaging and preservation, it is the supplier's responsibility to assure that product is preserved and packed using methods and materials that will assure that it arrives damage free to Buyer

Checks will be made before unloading to ensure loads have not shifted during transit and are not likely to move or fall when restraints are removed. Unsafe loads and those not meeting the criteria as above will be rejected.

#### 1.4 Parcel deliveries

Parcel deliveries must be declared at the security gate to ensure that the vehicle is directed to the correct unloading point.

To qualify as a parcel delivery the following criteria must be met:

- Maximum 10 packages
- Maximum weight per package of 25kg
- Maximum size of package of 0.5 cubic metres
- Goods to be unloaded and presented without assistance from TVS Supply Chain Solutions personnel
- Advice notes to be presented by driver or fixed to the outside of the box in a clear envelope.

#### 1.5 Proof of Delivery

The Proof of Delivery (POD) is not a confirmation of goods received in full. We will only sign for the number of boxes, pallets delivered etc. The Inbound team reserves the right to make a claim against short deliveries or damaged/incorrect goods within a reasonable time frame.

#### 1.6 Non-Conforming Material

In the event of a Non-Conformance with the delivery, the supplier must acknowledge receipt of the complaint and where appropriate implement and advise appropriate containment actions within 24hrs.

The supplier should agree short term actions with the Buyer to resolve the immediate issue and ensure continued supply of conforming product within 48hrs.

If there is no response from the supplier proposing a course of action with timescales, within 48hrs the "Return of Goods" option will be actioned.

Progress with the investigation into Root Cause should be advised after 7 working days. The corrective actions should be implemented and the Non-Conformance closed ideally within 14 working days.

## 1.7 Hazardous Material

These products must be clearly marked and segregated from other products in the consignment as required by law, documentation must be provided prior to delivery, however all deliveries must be accompanied by SDS paperwork.

## 1.8 Supplier Information Portal

TVS Supply Chain Solutions' Supplier Information Portal is a web-based portal enabling greater integration with our suppliers by improving the quality and availability of shared information.

- Full order book visibility
- Order acknowledgement and expediting
- 12 month forecast visibility at line item level
- Goods receiving and quality issues notification
- Ability to download all information to aid upload to supplier system
- Manage advance shipping notifications

If you require access to your account please contact the relevant Supply Chain Co-ordinator. Please be aware that use of the Supplier Information Portal will become mandatory in the future. Details to be provided in due course.

Please forward any questions or comments to: [supplier.deliveries@tvsscs.com](mailto:supplier.deliveries@tvsscs.com)