



the  
**MAILSHOP**

Delivery & Material  
Specification

WDP04-4 / June 23

Our Address:

Unit 1, Daniels Way, Hucknall, Nottingham, **NG15 7LL**

for **general** delivery queries, please email:

[deliveries@themailshop.co.uk](mailto:deliveries@themailshop.co.uk)

(Response times can vary)

## Booking in

To ensure complete transparency, all deliveries **must** be requested via our online self-serve deliveries portal.

To access the portal visit: [deliveries.totallytransparent.co.uk](https://deliveries.totallytransparent.co.uk)

For a successful delivery booking, you will need the following information:

- Customer Name
- Name of delivery
- Total Qty
- Total Number of pallets
- Total Qty per pallet
- Preferred delivery date
- Preferred delivery time

For more information on how to book via the portal, please visit:

[www.themailshop.co.uk/deliveries](https://www.themailshop.co.uk/deliveries)

Delivery slots are available in 10-minute slots, Monday to Friday.

**Deliveries outside of the hours of 7:00 to 15:00, Monday to Friday may be subject to additional charges.**

All bookings are confirmed by email, and this must be checked prior to delivery as we are unable to accept deliveries that deviate from the booking.

For deliveries that arrive without a booking are subject to being rejected and/or additional charges.

## Delivery Paperwork & Issues

Once a delivery has been accepted by our warehouse, an automated e-delivery note is sent to email address used to book it in.

### **Delivery Issues:**

Should we identify any minor issues with a delivery upon arrival, we will document this at point of acceptance, and this will be included on the e-delivery note and could be subject to additional charges.

Please note: In some circumstances we are not able to accept deliveries with issues and these will be rejected, and the customer informed.

Photographs may be taken for evidence.

## ALL Pallet Presentation

All catalogues, books, and magazines **must not** be boxed under any circumstances.

Pallets should not contain mixed versions of stock – **1 version per pallet only**.

Damaged or poorly presented pallets **will be rejected**.



### Important pallet specification information

We accept the following pallet sizes only:

- Euro Pallets
- 1200mm x 1000mm

All other pallet sizes including printers & Blue Chep pallets will be rejected.

- All pallets must have a minimum of two pallet labels and face out for easy identification.
- If pallets contain bundles, the qty of the bundles should be included on the pallet label.
- Cardboard corners should be used to protect items where necessary.
- If pallet layers are required, these must be single leaf cardboard only and not wood.
- We are not able to accept wooden pallet tops, these must be cardboard only.
- All pallets must be pallet wrapped in clear wrap only.

**Books/Magazines/Catalogues & Items stitched greater than 4pp**

Ideally these items should not be strapped and **never** shrink-wrapped.

Should they require strap, at the maximum, this should be single strap – Preferably paper strap.

**Under no circumstances should the items be boxed.**



**No Strapping**  
Ideal method of packaging.



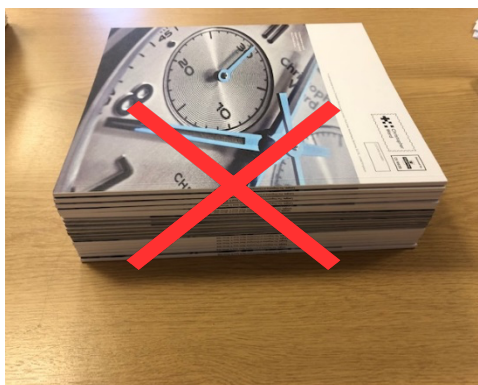
**Single Strap**  
Single strap, if required.



**Strapped Twice**  
Unacceptable presentation.



**Not Acceptable**  
Unacceptable presentation.



All books/magazines/catalogues **must** have the minimum amount of turns possible i.e., a bundle of 50 books should only be turned **once** with the books facing 25 each direction.

The minimum magazines / books in 1 turn must be **no less than 20**.

**Not Acceptable**- Inappropriate turns



## Inserts/Onserts inc 3<sup>rd</sup> Parties

These items must be boxed should all face the same direction on the in the box with no turns.

Boxes must be clearly marked up or labelled with the item description and box qty and if on pallets, the pallet must **not be mixed** – 1 version per pallet.

Inserts/Onserts should be produced on a minimum 100gsm paper unless agreed prior to delivery directly with The Mailshop.



### Acceptable

All items facing the same direction.



### Not Acceptable

Items turned throughout the box.

If the above is not adhered to then additional charges may be incurred and charged on per thousand rate.

## Carriers & Personalised lasering stock

For laser & inkjet personalisation, stock needs to be boxed facing up and palletised.

To ensure the maximum efficiency, Stock for lasering must not be supplied as single sheets.

*Example: A5 carriers will be 4 up on A3.*

A sample of the Item should be affixed to the box and the qty & version clearly marked.



### Acceptable

Copy of material securely attached to boxes.



### Acceptable

Stock all facing the same director (UP)



Paper supplied for lasering must be of 100gsm laser compatible.

If in doubt samples should be sent to The Mailshop for checking.

## Postcards & Offline Inkjet Items inc Naked Inkjet Catalogues

For offline ink-jetting on one-piece mailers, postcards or OCR / Mailmark items need to be presented on a porous paper or uncoated stock.

The offline inkjets that we use are quick dry non-solvent based for high quality and will not dry on non-porous/coated stock.

All naked books / magazine / catalogues must be supplied on pallets bundled, face down with the inkjet panel facing up.



## Envelopes

All envelopes must be supplied boxed in cross folded boxes and not sellotaped.

As the envelopes are going to be run on mechanical enclosing lines for insertion they must be of a gummed machine-able specification, with the seam seals on the outside.

## Printed Or Clear Polythene

Any polythene that is supplied must be of a low slip density with anti-static additive. Should you have any doubts over this please ask for a sample of our stock poly film to product match with.

Polythene must be a minimum of 25 micron.  
Reel sizes are as follows: -

Width (mm)	Weight (min – Max)
250 – 380	40 – 50kgs
380 – 420	50 – 55kgs
420 – 600	50 – 60kgs

## Printed Or plain Paperwrap

All paper wrap that is supplied must conform to the below:

- 700mm Diameter Reels
- 16mm x 8mm Eye marks (printed wrap only)
- 76mm Core

All reels must be supplied strapped on pallets with suitable strapping and covering if needed – if covering is required it must have affixed label with clear description, reel size and weight.



Strapped to pallet using suitable strapping.



Suitably covered with clear description, reel size and weight.

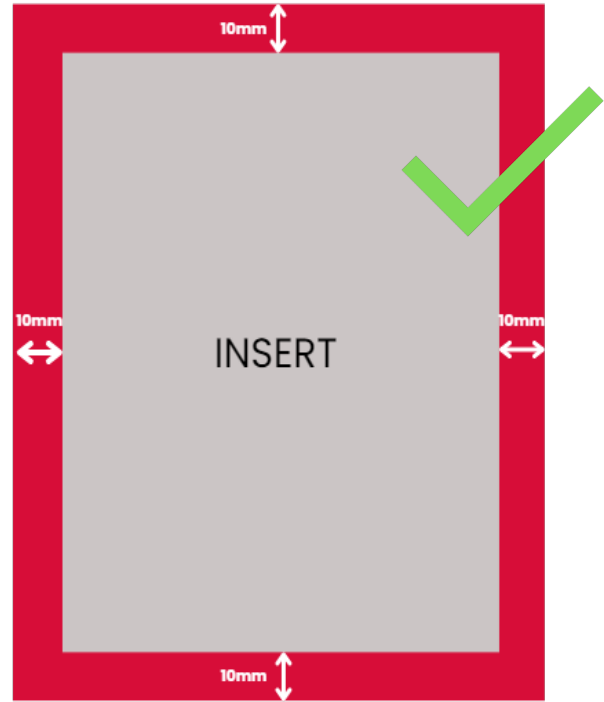
## Production Spec for Inserts

**Inserts into Magazines or Catalogues**  
 The Item which is being inserted into the main product.  
 (Magazine or catalogue)  
 Must have a minimum of a 10mm clear zone around each side than the main product itself.

Example Sizes for illustration

Main Item Size	Max Insert Size
297 x 210 mm (A4)	287 X 200
240 x 165 (Letter)	230 x 155
210 x 148 (A5)	200 X 138

The above guides are based upon saddle stitched booklets, and items which are perfect bound may need more tolerance due to the glue keeping the main item closed.



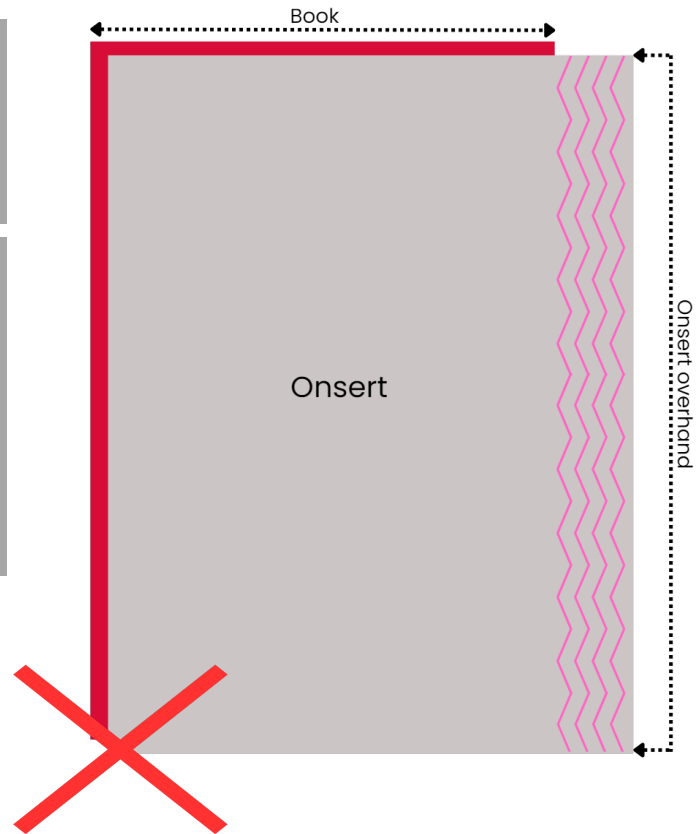
## Production Spec for Onserts

The Item which is being inserted onto the main product (magazine / Catalogue)  
 Onserts must not exceed the maximum size of the main item.

Example Sizes for illustration

Main Item Size	Max Insert Size
297 x 210 mm (A4)	297 X 210
240 x 165 (Letter)	240 x 165
210 x 148 (A5)	210 X 148

The above guides are based upon saddle stitched booklets, and items which are perfect bound may need more tolerance due to the glue keeping the main item closed.





## Delivery Vehicles & Drivers

When drivers arrive at the premises they must pull up outside the premises.

Under no circumstances should drivers pull straight into the yard.

All drivers are then required to report to the warehouse department which is located to the left-hand side of the premises, wearing a high visibility vest.

At this point, drivers will be given further instructions from the warehouse department.

For health and safety reasons once the delivery vehicle has been pulled into the premises the driver must always remain in the truck unless instructed otherwise or when preparing the vehicle for loading/unloading.

Due to insurance and the H&S of our employees we are unable to accept deliveries in shipping containers.

## Site Safety

Please remember our site has multiple hazards and caution should be taken while on site.



Any accidents should be reported to a member of The Mailshop team immediately.