

# delivery instructions

---

## IMPORTANT – PLEASE READ CAREFULLY

BTB Mailflight operates a timed booking in system for deliveries to help avoid your vehicles having to wait whilst others are being unloaded. You will be dedicated a time slot for you to make your delivery, but if at any time you can foresee a delay in your delivery please notify us immediately.

We would like 48 hours notice, and at least 24 hours notice. However the earlier you can book in your delivery the better to ensure we are able to give you a slot that is most suitable.

Our dedicated phone lines for booking in your delivery are:

**Head Office and Mailing Operation - 01234 84 84 06**

Wolseley Road, Woburn Road Industrial Estate, Kempston, Bedford, MK42 7UA

Contact Name: Aneta Bednarczyk (Warehouse Administrator)

**Response Fulfilment Centre – 01234 227 884**

2B Viking Industrial Estate, Hudson Road, Bedford, MK41 0QB

Contact Name: Lyn Sheen (Senior Warehouse Administrator).

**Standard opening times for deliveries: 8.30am to 4.30pm Monday-Friday**

*(Deliveries outside of these hours can be accommodated if necessary)*

When you contact our Goods-In department please supply ALL of the following information:

1. Date you would like to make the delivery
2. Time you would like to make the delivery
3. Supplier name
4. Haulier name
5. Description of delivery, & the job names/no. the materials are required for (if known)
6. Total quantity
7. Total number of pallets
8. Total number of boxes
9. Name of originator i.e. BTB Mailflight's Client
10. Name of Client's Account Handler at BTB Mailflight

**The information from points 3 to 10 should also be included on the delivery paperwork.**

## Delivering materials to BTB Mailflight

### Inserts

- Pack in boxes.
- Turn in as larger volumes of bundles as possible.
- Label each box with insert name.
- Put on pallets shrink-wrap and strap pallets securely.

### Mailsorted letters

- Mark each box with 1 of ? (however many boxes in total)
- Mark on each box the starting and finishing mailsort code.
- Put boxes on pallets mark pallets 1 of ? (however many pallets in total)
- Shrink-wrap and strap pallets securely.

### Brochures/magazines etc

- Put on pallets
- Turn in as larger volumes of bundles as possible (preferably 50's) <sup>2</sup>
- Please do not shrink-wrap brochures or strap them in bundles. <sup>1</sup>
- Ensure brochures all face the same way in bundles.
- Shrink-wrap and strap pallets securely.

### Products

- Supply products in clearly labelled boxes or for larger items on clearly labelled pallets.
- Details required include: name of originator e.g, BTB Mailflight's client, stock code, quantity, and description.
- Please try not to mix different product types in the same box. <sup>3</sup>

#### **PLEASE NOTE**

<sup>1</sup> Bundles that are supplied to us shrinkwrapped will incur additional charges because it slows down the production process.

<sup>2</sup> Materials supplied in small turned bundles will also be subject to additional handling fees, please ensure bundles are supplied in as large turns as possible.

<sup>3</sup> This will take us additional time to sort, count, and allocate the products to the correct stock location and will therefore incur costs.

All additional charges or operations requiring additional estimation will be notified as soon as possible following receipt of the material.

**Pallets must be a maximum of 750kg, and maximum 1 metre high.**

## Directions to BTB Mailflight

### HEAD OFFICE

Wolsely Road, Woburn Road Industrial Estate, Kempston, Bedford, MK42 7UA

>> From M1 (North or South)

Leave the M1 at junction 13 signposted Bedford.

Join the A421 towards Bedford.

Continue over the first roundabout (Little Chef on the Left).

**At the next roundabout (Asda & Argos warehouses to right) take the first exit.**

**Woburn Road Industrial Estate is signposted.**

At the next roundabout take the second exit and BTB Mailflight Ltd is on the right hand side after about 450 yards.

>> From A1 (North or South)

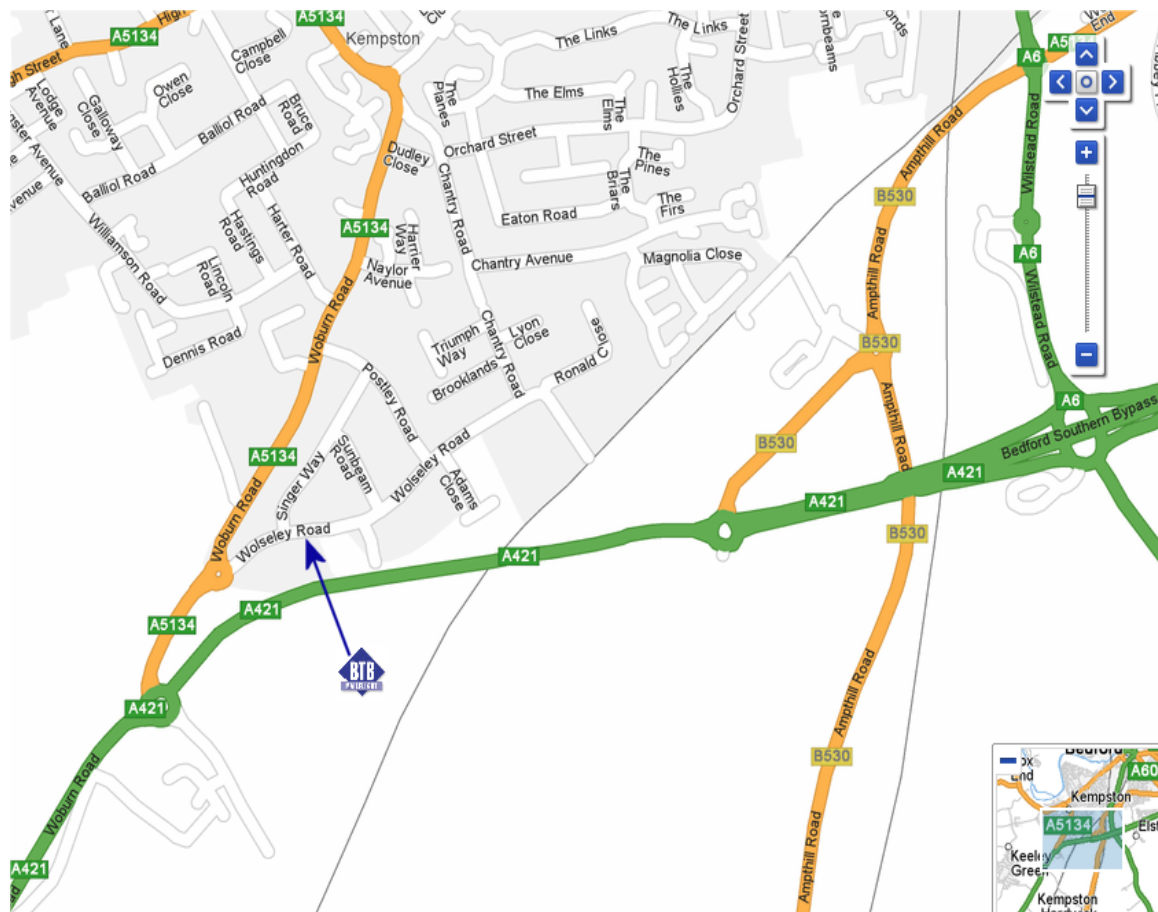
From the A1 exit at the Black Cat roundabout onto the **A421**.

Continue on the A421 for approx 12 miles.

**At the second roundabout take the third exit (Asda & Argos warehouses to left),**

**Woburn Road Industrial Estate is signposted.**

At the next roundabout take the second exit into the industrial estate and BTB Mailflight Ltd is on the right hand side after about 450 yards.



## RESPONSE FULFILMENT CENTRE (RFC)

BTB Mailflight Ltd, 2B Viking Industrial Estate, Hudson Road, Bedford, MK41 0QB

>> From M1 (North or South)

Exit M1 at junction 13 toward **Bedford/A421**, continue on A421 for aprox 15 miles.

Take the exit toward **Bedford/A428**.

At the roundabout, take the **1st** exit onto **A428/St Neot's Rd**, continue to follow A428.

At the roundabout, take the **3rd** exit onto **Norse Rd**.

At the roundabout, take the **1st** exit onto **Hudson Rd**.

BTB Mailflight's Response Fulfilment Centre is aprox 100 metres to the right.

>> From A1 (North or South)

From the A1 exit at the Black Cat roundabout onto the **A421**.

Take the exit toward **Bedford/A428**.

At the roundabout, take the **3rd** exit.

At the roundabout, take the **1st** exit onto **A428/St Neot's Rd**, continue to follow A428.

At the roundabout, take the **3rd** exit onto **Norse Rd**.

At the roundabout, take the **1st** exit onto **Hudson Rd**.

BTB Mailflight's Response Fulfilment Centre is aprox 100 metres to the right.

