

Supplier's Guide



Antalis, the UK's premier paper merchant is pleased to work in partnership with for all your paper, envelopes and packaging

Antalis Ltd, Gateway House, Wade Road, Basingstoke, Hants RG24 8QN
Tel 01256 724724 Fax 01256 724646 Email contact@antalis.co.uk

antalis 
teamwork is our trademark

Quoting the client and placing the purchase order

Recording your quotation

Your quotation is entered onto our database and all prices are recorded by the date specified on our original enquiry. The completed enquiry is then forwarded to an authorised purchasing executive who will validate the lowest cost estimate against the original specification.

How we quote our Client

We will immediately submit a quotation to our client via e-mail or a fax transmission. The majority of our print management contracts are with clients who operate on a fixed margin 'open book' policy.

How we place an order

Our client service executives will convert the quotation into an order. All data gathered at the enquiry and quote stages will carry forward onto the order record which retains the original enquiry or quote number. Any additional information applicable to the order is added at this stage and you will be informed when to expect the artwork and how it will be conveyed to you .

Our purchase order will be transmitted to you via e-mail attachment or as a fax and you are requested to acknowledge receipt of the order by faxing back to us a copy of our written order with your company's completed information (see panel on the reverse side of the purchase order headed Supplier Acknowledgement). If you have any difficulty or objection in following these procedures please speak to Simon Dipple, Technical Director, who can be contacted on his direct line 0870 464 6092, mobile 0781 194 1075, or by e-mail at s.dipple@etrinsic.co.uk

When the supplier acknowledgement copy is returned to us we will update the order with the information supplied such as your job number etc.

Any amendments which occur during the production / delivery cycle will be detailed on a purchase order amendment which will be transmitted to you via e-mail attachment or fax.

Our purchase order explained

1. Details the full name and postal address of the supplier with whom we have entered into a contractual arrangement.
2. Our official order number for this product/service.
3. The date on which the documentation was generated on our database.
4. You will receive 2 copies of our purchase order: one will carry the title of Supplier Copy, which you should retain; the other is a Supplier Acknowledgement copy, which you need to complete and return to us.
5. This is a comprehensive description of the products/services that we are purchasing.
6. Quantity of goods ordered.
7. The price per unit (as defined in 8 below).
8. The unit of measure in which the goods are being ordered.
9. The total purchase value of the goods to be supplied on this order.
10. Payment terms under which our order has been placed.
11. Your quotation number.
12. Our clients purchase order number.
13. If the purchase price is fixed for an agreed period of time or quantity, the date or values.
14. In the event of the goods purchased being printed in multiple prints, the number of prints.
15. Specifies the quantity to be produced on this particular print run.
16. Wherever possible we look to record our imprint on all printed products. If we supply origination we will have accommodated our imprint. In the event that you are asked to produce artwork on our behalf we would request that if data appears in this box you incorporate this into your setting.
17. In the event of the item being a repeat order to us, we will record our previous order number which may assist you in identifying a previous production.
18. If an order is grouped with others the letter 'Y' is recorded in this box alerting suppliers to the fact that a further order(s) are to follow.
19. The Forms Control Number is a unique number given to each product supplied on behalf of etrinsic and is to be quoted on all correspondence.
20. In the event of a product requiring numbering, the start number for the sequence.
21. The quantity of items to be supplied in each carton/box.
22. In the event of products being supplied in reel format, the total number of forms presented on a role.
23. Some instructions pertinent to a particular product are relevant to each production run, these instructions will appear here and will carry forward to all future enquiries and purchase orders.
24. Instructions that are to be followed when producing and delivering this job.
25. If instructions are relevant to this particular communication only.
26. Pallet specification for the specified delivery location.
 - a The width of the pallet is displayed in metric.
 - b The depth/length is displayed in metric.
 - c The maximum height including the deck board is displayed in metric.
 - d Maximum weight of the pallet is displayed in Kgs.
 - e The number of boxes per pallet.
27. Our clients reference given to the product being purchased.
28. As items are held in stock to be called off on demand, the call off number is recorded.
29. Full delivery address, together with special delivery instructions for this order.
30. Total number of deliveries made to date against this order.
31. Quantity delivered to date against this order.
32. The value of goods invoiced to date against this order.
33. Goods may be delivered in multiple consignments. The number of deliveries required are listed.
34. The quantity to be delivered against the corresponding delivery is recorded.
35. The date of delivery (not despatched) is displayed.
36. Our orders are designed to publish a schedule of up to 16 deliveries in the event of additional deliveries being scheduled we will issue an order amendment detailing the further deliveries. The date we will issue this amendment will show here.
37. On large volume orders, surplus stock may not have been scheduled at the outset, the quantity to be scheduled.
38. Value of goods yet to be scheduled.
39. As amendments are made to purchase orders they are issued with a sequential number.

On hard copy orders the following information can be found on the reverse, purchase orders submitted via fax transmission will carry the following on a separate sheet.

PLEASE NOTE:
SIX FILE COPIES OF FINISHED JOB ARE REQUIRED ON COMPLETION OF PRODUCTION OF ALL BESPOKE ORDERS.
 ALL FILMS, NEGATIVES OR DISKS SUPPLIED WITH THIS ORDER MUST BE RETURNED ON COMPLETION, WHERE REQUESTED.
 FAILURE TO COMPLY WITH THESE REQUESTS WILL RESULT IN YOUR INVOICE BEING RETURNED.

ETRINSIC ORDER NUMBER 40

ARTWORK BY 41	PROOFS BY 42	FILM PROOF 43	ADDITIONAL SUPPLIERS 44	DETAILS OF EXTRA COSTS 45	EXTRA COST VALUE 46	CHARGE TO CUST.
---------------	--------------	---------------	-------------------------	---------------------------	---------------------	-----------------

INVOICE TO 47

For and on behalf of etrinsic
 Signed 48

SALES EXECUTIVE 49	CUSTOMER SERVICE CONTACT 50
DIRECT TELEPHONE NUMBER 51	DIRECT TELEPHONE NUMBER
DIRECT FAX NUMBER 52	DIRECT FAX NUMBER
MOBILE TELEPHONE NUMBER 53	MOBILE TELEPHONE NUMBER
E/MAIL ADDRESS 54	E/MAIL ADDRESS
HOME TELEPHONE NUMBER 55	HOME TELEPHONE NUMBER
HOME FAX NUMBER 56	HOME FAX NUMBER

SUPPLIERS ACKNOWLEDGEMENT

SUPPLIER JOB NUMBER 57	PROOFS WILL FOLLOW ON 58	YOUR ARTWORK MUST ARRIVE BY 59	YOUR ARTWORK ARRIVED TODAY 60	SUPPLIER LAST JOB NO. 61
WE WILL DESPATCH ON 62	ACKNOWLEDGEMENT DATE 63	CHANGE TO ORDER AUTHORISED BY 64	SUPPLIER CONTACT 65	

PAGE 2 OF 2

This order is subject to etrinsic's Conditions of Purchase, a copy of which is available on request.

FAXSTAR TRANSMISSION Document Owner: Sandie Matthews Email: s.matthews@etrinsic.co.uk Copy Right Ref. 2254 (Rev 04) 11/02

- 40. We also record our official order number as supplier acknowledgement details appear on this page, and are frequently returned via fax thus enabling us to identify the order in question.
- 41. In the event that we require you to supply final artwork, we will record the date by which we require this to be supplied.
- 42. The date we require proofs to be supplied by.
- 43. The date we require film proofs to be supplied by.
- 44. On occasion we may require additional operations carried out e.g. the manufacture of a special cutter.
- 45. The nature of the additional cost.
- 46. The value of the additional operation.
- 47. Complete postal address to where you are to submit your invoice for payment.

Your invoice must be sent to us within 24 hours of goods being despatched together with 6 file copies.

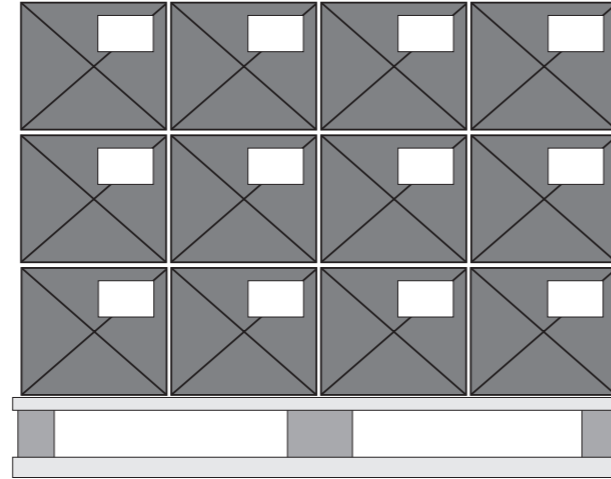
- 48. The name of the representative within etrinsic who has originated the purchase order.
- 49. Should you have any queries whilst actioning our order the contact name of the sales executive responsible for the account.
- 50. Each of our sales executives are supported internally by a team of client service executives, the name of the client service contact responsible for the account is detailed here.
- 51. The direct telephone number for each contact is listed.
- 52. As with 44 above, we publish direct fax numbers to aid efficient communication.
- 53. Mobile telephone number.
- 54. Dedicated e-mail addresses.
- 55. Our personnel are available to discuss key issues. To ensure you do not encounter any unnecessary delay we publish the home telephone numbers.
- 56. Home fax numbers.
- 57. We would like you to record your job number here prior to returning the acknowledgement of order. This job number is subsequently entered onto our database for future reference.
- 58. In the event that you are asked to originate an item on our behalf we request you confirm the date the proof will be available for checking.
- 59. In order to ensure our specified delivery date is adhered to, we require you to advise us of the latest date you require finished artwork.
- 60. In some cases you may have received finished artwork prior to returning our acknowledgement, in such an event, please specify here.
- 61. In the event of a repeat order being placed with you we will record your previous job number for reference here. This is subject to the return of an acknowledgement of order, stating your job number, on the previous order.
- 62. We would like you to record the date the goods will be despatched.
- 63. Date the acknowledgement is completed and returned to us. Your attention is drawn to the note at the head of this sheet requesting the submission of file copies with your invoice, failure to comply with this request may result in the delay of your invoice being settled. All purchase orders issued by etrinsic are subject to our conditions of purchase, a copy of which is available on request and can also be found on page 44.
- 64. On receipt of an amendment to order we ask you to return an acknowledgement copy of our order to confirm the amendment has been actioned, advising the name of the person within your company who has authorised the change(s) to your records.
- 65. Please advise who we should contact regarding this order by recording their name here.

Box End Label Systems

We are very proud of our company's image and have invested time and money to ensure that we maintain the highest quality standards.

We know that the labelling of goods improves the efficiency and accuracy of picking and packing and helps the ultimate end user to identify their products easily.

As our supplier we will encourage you to participate in our Box End Labelling System which is briefly described below right:



We consider the packaging and presentation of product to be almost as important as the contents within the box. We have made a significant investment in developing our own box end labelling system, specifically designed to produce a label that is functional for both warehouse operatives and end user alike.

To operate the system you will need a PC linked to the internet via a broadband connection and a laser printer with a minimum resolution of 400 dpi.

We will supply you with a Labelling Information Pack at cost which includes a software disk and full installation and operating instructions.

Simply insert the disk and follow the instructions provided which will automatically install the software on your PC. You can then connect to our labelling database.

You will then be taken through a series of simple dialog boxes which results in data relevant to the box end labels being passed down the line, to be held on your PC. Before you print the labels you will have already informed our client service executive of any over production, which allows the correct number of labels to be printed. It is possible for you to print more labels than the system dictates; this is to allow for spoilage when applying the labels.

etrinsic plc
Sales: A. Salesman
Tel: 0870-464-6131
Mobile: 07967 123456
Email: a.salesman@etrinsic.co.uk

Worldwide Corporation
Contract No. Order No. BSD
Etrinsic No. 590590 Code. FSCBFRC

S19

Call Off Ref. 204618/01

1 of 100

Box Qty: 10
Approx. Weight: 4KG

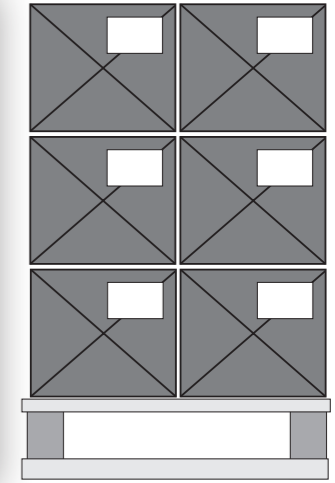
1200 mm X 1000 mm X 1050mm
Max Pallet Weight 1000

Operator: SC Req Date: 19/11/2002

Ref: 1987 (Rev 05) 04/02

Document Owner: Simon Dipple
Mr Dave Margetts
etrinsic plc
Pick & Pack Distribution-Worldwide Corporation In
Unit 31 Monkspath Business Park
Shirley
SOLIHULL West Midlands
B90 4NZ
BOOK IN 48 HRS PRIOR ON 0870 464 6066
LABEL TO SHOW - FORM REF, QTY PER BOX,
FCN NO. AND FORM TITLE - NO EXCEPTIONS.

Customer Quotation Form - Worldwide Corporation



Once pre-printed blank etrinsic labels have been loaded onto your laser printer, the pre-formatted data held on your PC will generate an appropriate quantity of labels.

The labels will include all the information required together with a bar code of the FCN.

If the product being manufactured is consecutively numbered, each label will display the range of numbers within the box.

In some instances there may be specific client instructions which must be adhered to. On these occasions these details must be added to a supplementary plain note and label. The above will be specified on our purchase order.

These labels are pre-printed, self adhesive, three to view on an A4 sheet and should be purchased from us at cost.

Full training in the use of the Labelling Package will be provided by us, either on site at your own premises, or at our offices in Solihull.

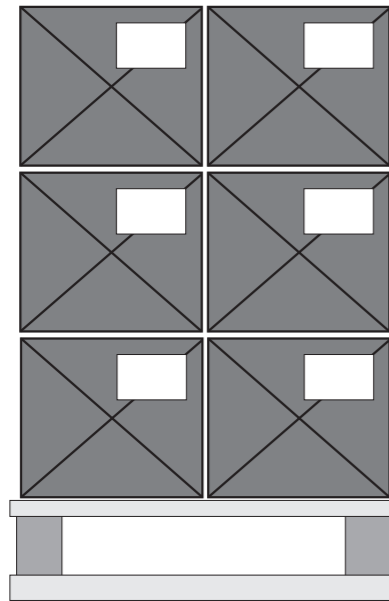
Technical support is available between 9.00am – 5.00pm Monday-Friday. Contact:

Steve Cousins	I.S Programme Developer
Telephone	0870 464 6025
Mobile	0797 164 9882
E-mail	s.cousins@etrinsic.co.uk
Richard Suthers	Systems Programmer
Telephone	0870 464 6068
E-mail	r.suthers@etrinsic.co.uk

By adopting this labelling system, we can be sure that all goods supplied by you will be labelled to a universal style and quality.

If you are on our Delivery Management & Invoicing System then by simply accessing our secure site on the Internet you will be able to generate picking lists, delivery notes and self generated invoices, which negates the need for you to send your own invoices to us. Please see pages 34 and 35.

Delivering into etrinsic



Box End Labelling

Our business, namely Print and Supply Chain Management, means that we have an increasingly diverse product range and supplier database.

On occasion, some of these products may be sourced from suppliers on an infrequent basis and these suppliers may feel that it is unnecessary to implement our box end labelling system.

Despite the numerous advantages of adopting our Box End Labelling System, we recognise that in some cases, it may be impractical for these suppliers to use it for 'one off' jobs. However, we would insist that all suppliers respect the disciplines and working practices we adopt and supply all products on box end labels, which carry the following information:

1. Product Title
2. Product Reference Number (as issued by the client)
3. Forms Control Number
4. Box Quantity
5. Our Order Number
6. Client Name

We are sure you will appreciate that this information is vital in allowing us to maintain our Service Level Agreements. Goods which are supplied with insufficient labelling information may be rejected.

Should you wish to become a 'Preferred' Supplier to etrinsic we would ask that you first make a commitment to install our Box End Labelling System together with our Delivery Management & Invoicing System. For further information please contact:

Rob Hawkes	Head of Purchasing and Supply
Telephone No.	0870 464 6019
Mobile	07976 942009
E-mail	r.hawkes@etrinsic.co.uk

There are certain procedures we wish you to follow when making deliveries into our Print Management Centres: Box End Labelling must be in accordance with our labelling system described on pages 28-30. Labels must be neatly mounted onto the boxes, normally at the top right corner on a short end.

Goods should be palletised on standard 1200mm (48") x 1000mm (40") four way entry pallets with a maximum height of 1050mm (42") from the floor to the top of the pallet.

The pallet deck boards must be no less than 0.5" thick and run along all four edges.

Boxes must not overhang the pallet (see page 33).

You are required to telephone the Print Management Centre 48 hours prior to delivery, quoting our order number. A delivery appointment will be given to you.

Deliveries are accepted between 8.00am and 4.00pm Monday to Friday, unless prior agreement has been obtained.

A variety of vehicles can be accommodated including 40ft articulated trucks with side curtain. Drivers of vehicles not so equipped must be prepared to handle goods off then re-palletise and shrink wrap.

To avoid delays, delivery documentation must be clean, clear and accurate and must indicate:

- Purchase Order number
- Total quantity being delivered
- Number of boxes in the consignment
- Number of pallets in consignment
- Product reference
- Description of goods
- On a numbered product show the start and end number produced
- Overs to be agreed and advised before hand.

Failure to meet any of these conditions may result in the delivery being refused. If this happens, a Goods Inwards Fault Report (see page 32) will be completed and e-mailed or faxed direct to your premises. Consignments rejected due to failure to meet any of the above conditions will not incur any additional costs to us. See example on following page.

Please note:

This will also be recorded on OASIS, and may affect your supplier rating with etrinsic.

Our goods inwards fault report



GOODS INWARDS FAULT REPORT

DELIVERY REJECTED

TIME
DATE

FAXSTAR TRANSMISSION Document owner: Steve Davies e-mail: s.davies@etrinsic.co.uk

DETAILS OF DELIVERY ALL INFORMATION APPEARS ON OUR OFFICIAL PURCHASE ORDER

SUPPLIER:

CARRIER:

CARRIER No.

CUSTOMER:

FORM TITLE:

REF:

SUPPLIER'S DELIVERY NOTE:

FCN

ETRINSIC ORDER No.:

QTY REJECTED: _____ BY _____

REASONS(S) FOR FAULT

DAMAGED GOODS	<input type="checkbox"/>	ORDER No. NOT SHOWN ON PAPERWORK	<input type="checkbox"/>	NUMBERING DETAILS NOT SHOWN	<input type="checkbox"/>
INCOMPLETE LABEL INFORMATION	<input type="checkbox"/>	SUPPLIER'S OWN LABELS USED	<input type="checkbox"/>	PALLET REQUIREMENTS NOT CORRECT	<input type="checkbox"/>
DELIVERY NOT BOOKED IN	<input type="checkbox"/>	HANDWRITTEN LABELS	<input type="checkbox"/>	POOR PRESENTATION	<input type="checkbox"/>

OTHER (PLEASE SPECIFY):

PLEASE RETURN CORRECTED GOODS BY (REMEMBER TO RE-BOOK FOR TIME)

THIS FAULT REPORT WILL BE PASSED TO BOTH THE PURCHASING & SUPPLY AND THE CUSTOMER SERVICE DEPARTMENTS FOR ANALYSIS.

- 1) No additional costs will be paid by etrinsic plc for rejected deliveries.
- 2) If goods are rejected again for the same order, charges may be incurred by yourself to cover administration costs.



Copy-Right Ref. 2135 (Rev. 09) 03/04

