IMPORT SERVICES
THE FUTURE OF LOGISTICS

YOUR WELCOME PACK

WELCOME TO
IMPORT SERVICES

Thank you for choosing Import Services Limited.

We are delighted to welcome you as a client and look forward to many years of working together.

We are excited that you have chosen Import Services as your retail logistics partner.

Natalie Walters
Client Services Manager

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Email
NatalieWalters
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Office Hours
Monday-Friday
08:30 – 17:00 (GMT+1)

Your Welcome pack includes:

- Who We Are

- Meet the Senior Management team

- Process Flowchart

- Frequently Asked Questions (FAQs)

WHO WE ARE

Import Services specialise in retail supply chain logistics from purchase order management, to customer delivery.

We operate Port-centric warehousing and store, order process, pre-retail and distribute multi-channel retail orders, right across the UK and Continental Europe.

For inbound container ships plying from the Far East, to Northern Europe, Southampton container port is the first call.

EXPERIENCE

Import Services has more than 30 years' experience in retail logistics and presents the compelling Port-centric supply chain model, to boost your business into the new world of retailing. From Far East consolidation, inbound shipping and CFSP, to port-centric storage, order processing, pre-retail services, high volume pick and pack, booking in procedures and retail distribution.

OUR SITES

Container Quay Southampton
- 23,000 sqm
- 32,000 pallets narrow aisle
- High volume pre-retail loads for Major + Multiple retailers.

Hedge End, Southampton
- 10,000 sqm
- 10,000 pallets narrow aisle
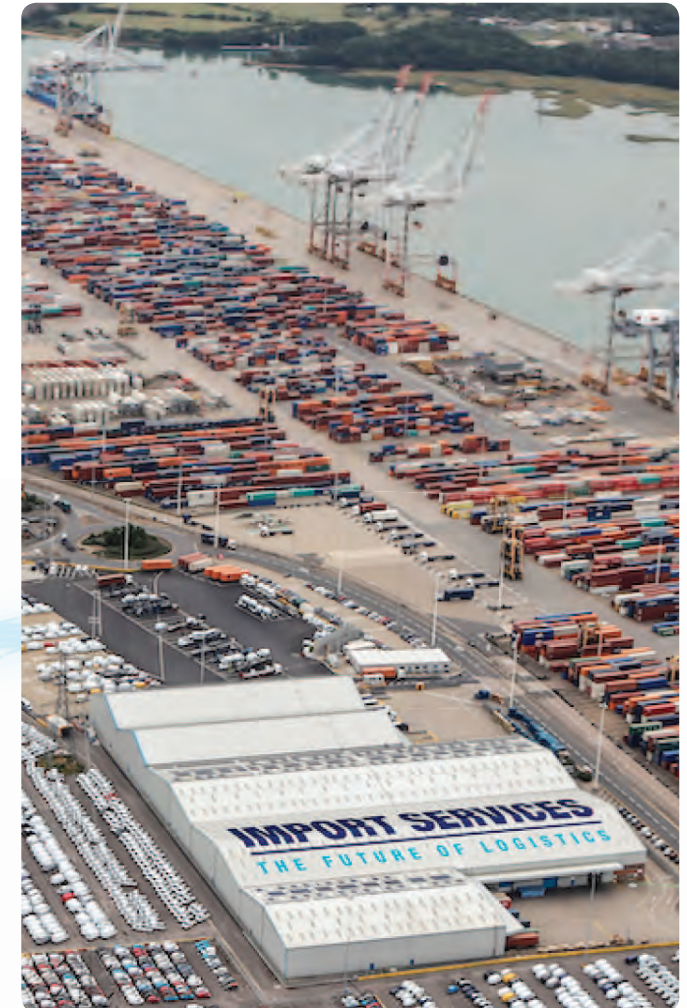- Import Services HQ

Nursling, Southampton
- 11,000 sqm
- 10,000 pallets narrow aisle
- High volume pick & pack
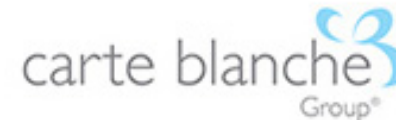- Pallet feeder operation

Flexible Storage Southampton
- 4,000 sqm
- 4,000 pallets

OUR TEAM

Our team is trained to service the needs of our clients and their retailer customers. Your Account manager will always be available and ready to help, as well as provide you with the information you require.
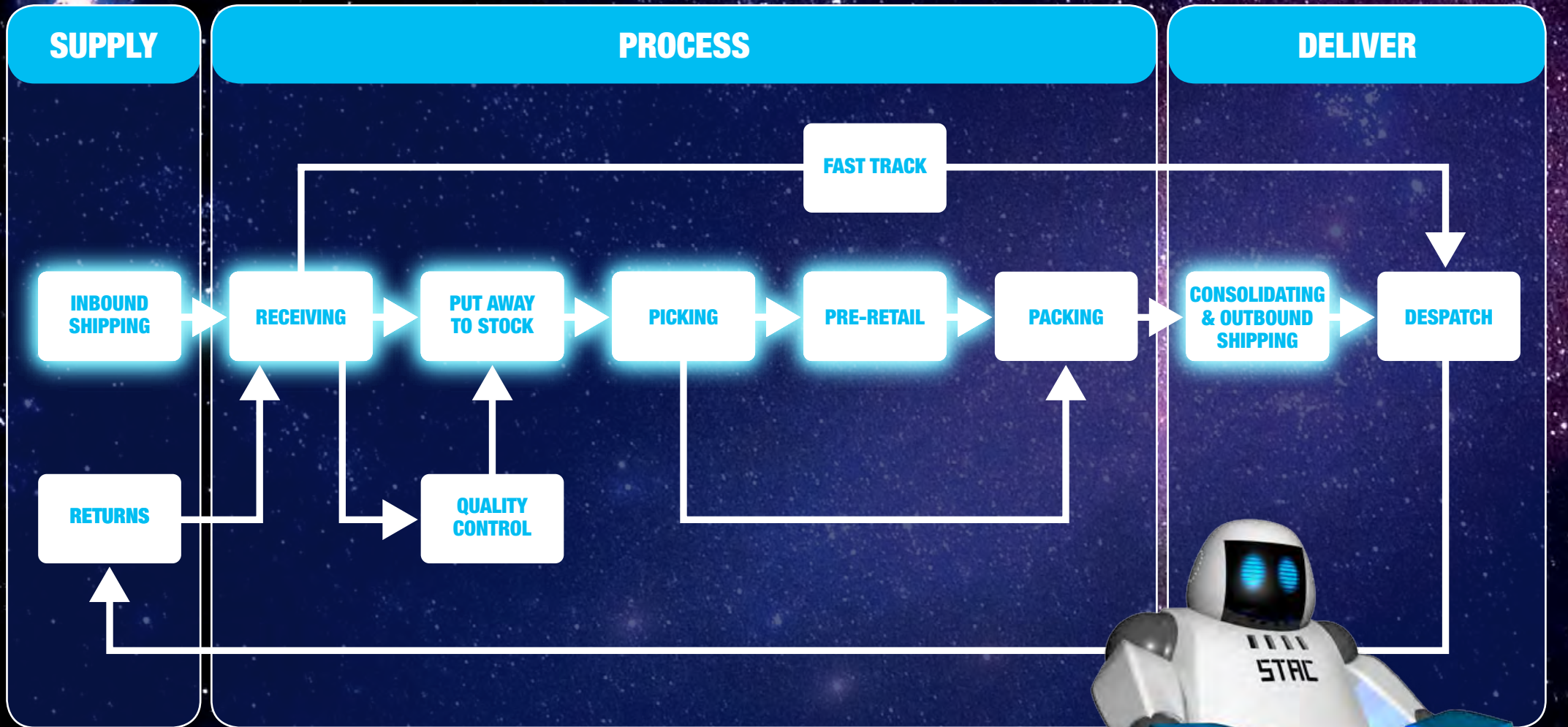
YOU ARE IN GREAT COMPANY

IMPORT SERVICES
PROCESS FLOW CHART

Please click on the boxes to reveal more information

SUPPLY

PROCESS

DELIVER

FAST TRACK

INBOUND SHIPPING

RECEIVING

PUT AWAY TO STOCK

PICKING

PRE-RETAIL

PACKING

CONSOLIDATING & OUTBOUND SHIPPING

DESPATCH

RETURNS

QUALITY CONTROL

STAC

FREQUENTLY ASKED QUESTIONS

Q What type of reports do we receive daily/weekly/monthly?

A Several reports are automatically emailed to you on a daily basis:

- Confirmation of Goods Received at the warehouse
- Perpetual Inventory (PI) notification cycle check
- Daily Despatch report
- Return report

We also provide, through our client portal, access to the report manager, so you can generate your own report formats and schedules.

Q How do we link our orders through the client portal?

A Use the username and password provided to log into your client path on our client portal. You will find the option to upload your order files. Should you require any further information please contact your Account Manager.

Q How do we monitor the status of our orders?

A TRAC gives you the ability to gain real time visibility of your orders through the client portal.

Key order statuses:
1-19 Order received
20-53 Order picked
54-65 Order packed and labelled
90 Order despatched

Q What is the invoice process?

A You will receive one invoice per month with your monthly charges, by email:

1 Pallet storage charges
2 Goods in charges including handling and inbound haulage costs
3 Returns handling
4 Order processing charges including admin and pre-retail
5 Rework charges
6 General purpose charges e.g. materials
7 Delivery charges

Q How does the Inbound Logistics Procedure work?

A For Containers

We work with our nominated agents to arrange the vessel ETA according to your needs. Inbound shipping container enquiries are via PhilSutton@importservices.co.uk or MarkLee@importservices.co.uk

If arranging your own inbound shipping, at least 7 days before the vessel arrives, please provide the following details:

- Vessel Name & ETA
- Container No & Size
- Product codes & descriptions
- Total Carton quantity in each container
- Quantity of the single units in an inner carton (if applicable)
- Quantity of inner cartons that are in an outer carton (if applicable)
- Quantity of the single units that are in an outer carton

We request please the Packing List(s) & the Bill of Lading to be emailed at least 5 working days prior to the ETA date of the Consignment/Order.

For LCLs (Less than Container Load)

Please email your booking request to PhilSutton@importservices.co.uk with a copy of the Delivery Note/Packing List or the full details of the delivery:

- Product Code
- Product Description
- Total Quantity of each item
- Total Number of outer cartons
- Total Number of pallets (if applicable)
- Supplier Name & Transport Company/Courier Name
- Delivery date required

Please send all details by 14:30 for a next working day arrival at our DC.

Q How do we deliver into your warehouses?

A For Goods Inwards

- We require all products to be barcoded at each pick level, be it by item, inner/outer case and pallet level
- We accept standard four-way white pallets
- The acceptable pallet dimensions are 1,200mm x 1,000mm with a stack height not exceeding 1,500mm including the pallet base and with no overhang where possible
- If any of the above information cannot be provided, liaise with your Client Services Manager who will help advise or if you would like to discuss specific aspects of goods-in deliveries please contact:

Phil Sutton
Inbound Logistics Manager
PhilSutton@importservices.co.uk

GLOSSARY

Q **What is a GRN (Goods Receiving Number)?**

A For each inbound delivery expected, a unique GRN number is allocated, which we request upon delivery. The GRN number is archived once we receive the expected stock.

Q **What is a DI (Despatch Instruction Number)?**

A The Despatch Instruction Number, known as DI number is the unique order number assigned by TRAC.

Q **What is an SKU?**

A SKU is your Stock Keeping Unit with a unique reference to each product at item, inner carton and outer carton level.

Q **What is PI (Perpetual Inventory)?**

A The PI process takes the place of a full annual stock-count and describes the cyclical counting of your stock within our care.

SUPPLY

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INBOUND SHIPPING

RECEIVIN

CONSOLIDATING OUTBOUND SHIPPING

DESPATCH

RETURNS

1. INBOUND SHIPPING/FREIGHT FORWARDING

We arrange to move goods safely, efficiently and cost effectively from country of origin to Southampton. The transit time depends on the sourcing point, for example, sailing time from Hong Kong to Southampton is circa 28 days.

The Freightforwarding department is experienced in handling all shipping documentation. Once the shipping details have been obtained, they are entered into the Impatex system and submitted to Customs electronically.

When the expected containers are released from Customs, our Inbound Logistics department arranges their collection from Southampton Container Port, to one of our sites or directly to another location upon request.

RETURN TO FLOW CHART

STAC

IMPORT SERVICES
PROCESS FLOW CHART

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2. RECEIVING

We receive FCL's or LCL's from inbound shipments with products which are bar coded. Once the goods are received, we count the stock then upload this data to our warehouse management system, TRAC. Next we apply pallet labels and check stock samples for quality purposes. Once this is completed, we palletise the stock to load into the racking.
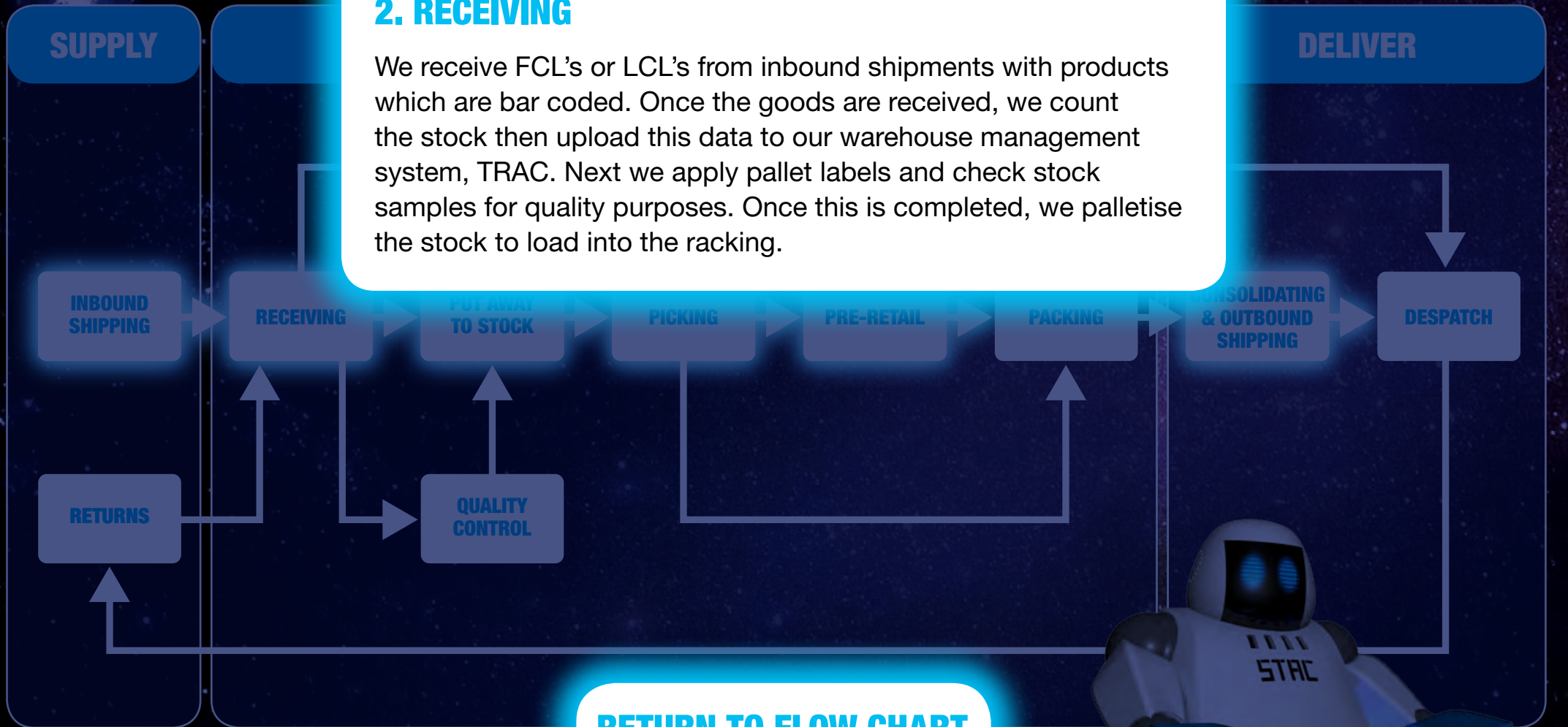
INBOUND SHIPPING

RECEIVING

PUT AWAY TO STOCK

PICKING

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3. STAC-PUT AWAY PROCESS

STAC is capable of reaching up easily to 7 pallet levels high using sheer power and WiFi commands to put-away and retrieve pallets.

STAC follows this process:

- Receives a WiFi command with the location to travel
- Collects inbound pallet and transports it to the stock location or retrieves a pallet from its location and moves this to the pre-retail team
- Confirms the pallet location at every step using bar code scanning
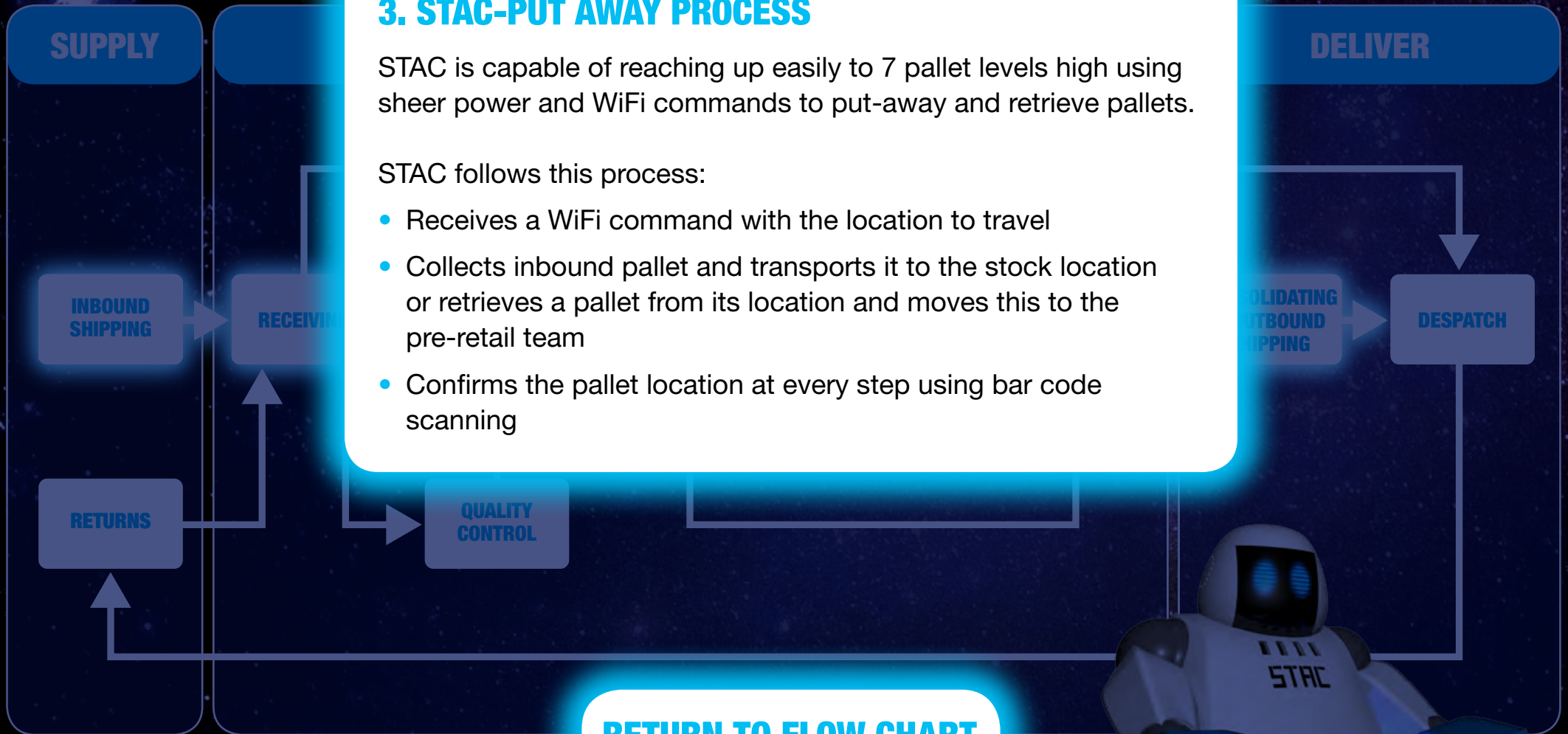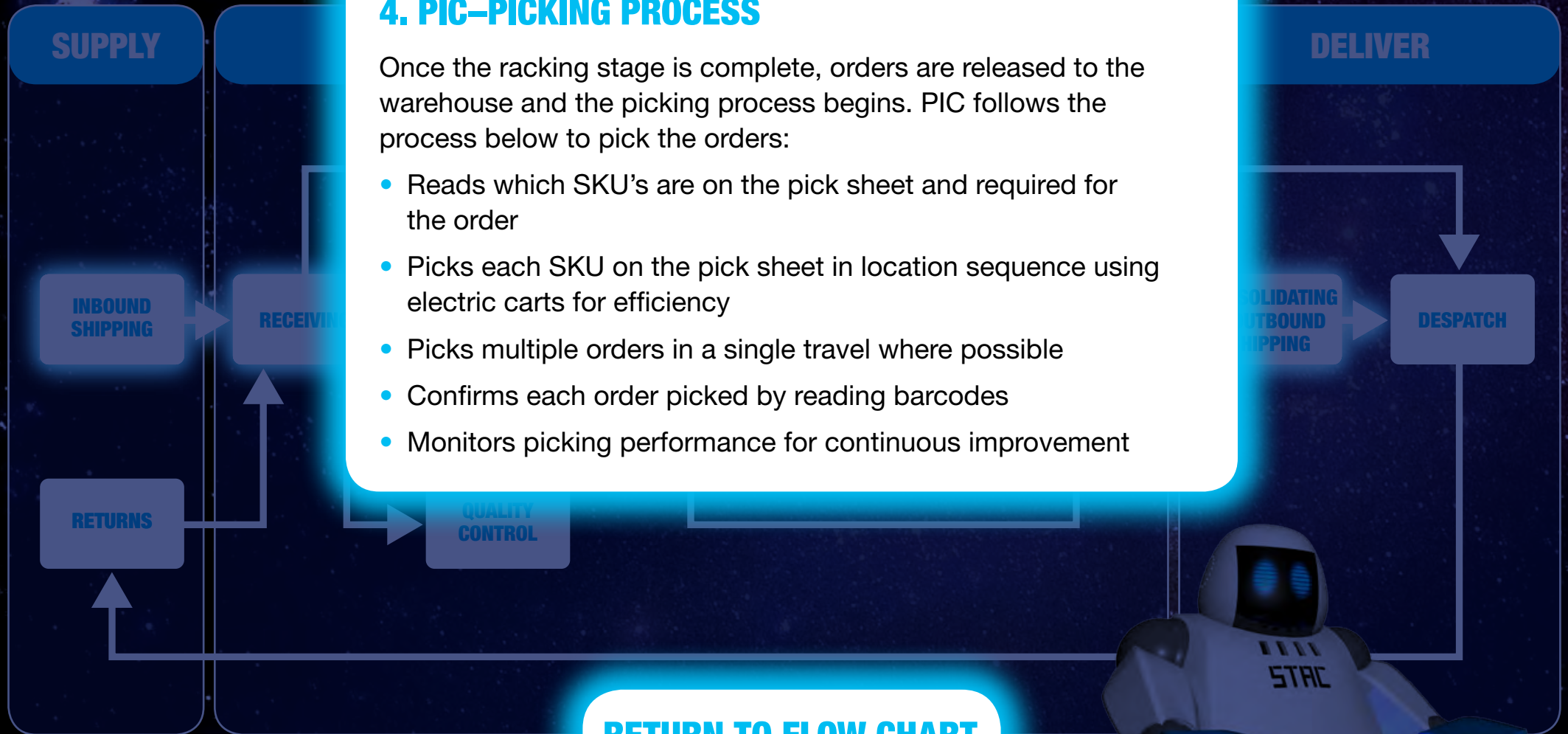
INBOUND SHIPPING

RECEIVIN

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4. PIC—PICKING PROCESS

Once the racking stage is complete, orders are released to the warehouse and the picking process begins. PIC follows the process below to pick the orders:

- Reads which SKU's are on the pick sheet and required for the order

- Picks each SKU on the pick sheet in location sequence using electric carts for efficiency

- Picks multiple orders in a single travel where possible

- Confirms each order picked by reading barcodes

- Monitors picking performance for continuous improvement

INBOUND SHIPPING

RECEIVIN
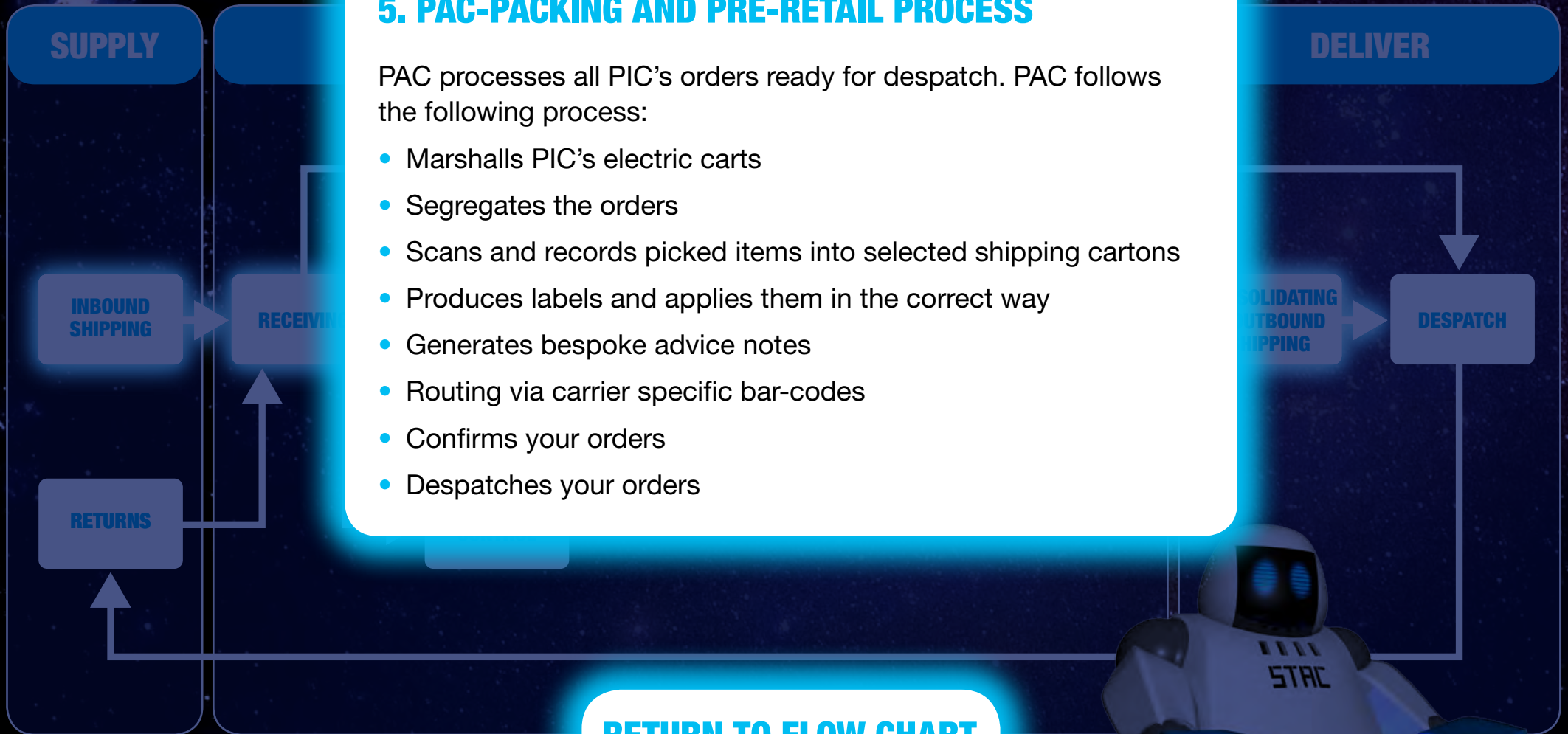
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5. PAC-PACKING AND PRE-RETAIL PROCESS

PAC processes all PIC's orders ready for despatch. PAC follows the following process:

- Marshalls PIC's electric carts
- Segregates the orders
- Scans and records picked items into selected shipping cartons
- Produces labels and applies them in the correct way
- Generates bespoke advice notes
- Routing via carrier specific bar-codes
- Confirms your orders
- Despatches your orders

INBOUND SHIPPING

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6. CONSOLIDATING AND OUTBOUND SHIPPING

We manage the outbound booking delivery services, including proof of delivery and claims management

We consolidate pallets and send multiple orders to the same delivery destination where possible

We manage despatches from all our warehouses to your customers and can process drop shipping orders too.

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