



# FIRMIN



## SERVICE GUIDE

Aug '09



# FIRMIN

## Introduction

Having been established for over 80 years, Alan Firmin Ltd is rapidly becoming Kent's finest haulier.

From one truck delivering fruit to the London markets, we have established a fleet now in excess of 140 vehicles and trailers, servicing some of the Countries best known companies - large and small, delivering on their behalf seven days a week - 24-hours a day.

Not just a traditional haulier, we deliver single pallets, part and full-trailer loads the length and breadth of the United Kingdom, Highlands and Islands, Northern Ireland, Eire and the Continent. A true 'One Stop' solution.

We pride ourselves on providing our clients with a professional, quality service, not just in terms of the delivery itself but in achieving 100% customer satisfaction and unrivalled account management.



Fig 1. Our flagship depot in Snodland, Kent

We believe it is important for our clients to feel a part of our business, benefiting from a swift response every time you call us. We do not believe in a call-centre philosophy; our staff are empowered to deal with your enquiry quickly and efficiently, whether this is a rate request, delivery confirmation, a proof of delivery or any other general information requests.

We know if you give us an opportunity, you'll not regret it.

## Our Mission Statement

To work in partnership with our customers to deliver the highest levels of service, through training, motivation and team working; to create long lasting business and employment relationships.

**TRUST FIRMIN TO DELIVER... YOUR REPUTATION!**

## Quality Assurance

Alan Firmin is a Private Company, Registered in England (578955)

We were approved for ISO9001 Quality Management System in 1992 and successfully completed the transition to ISO9001:2008 in June 2009.

Additionally, we achieved the prestigious OHSAS18001:1999 for Health & Safety Management in 2007 and successfully completed the transition to ISO9001:2008 in February 2009.

Current details of the following are available from the Certificates section of our website:

- Public Liability,
- Employers Liability,
- Goods in Transit,
- Motor Insurance,
- Operators Licence,
- Conditions of Carriage,
- Conditions of Storage,
- Registered Waste Carrier,

## What Our Customers Say

*" .... a prompt and reliable service to our customers...."*  
Jan Hodge, Ring Containers Ltd, Swanley

*".....I am confident they go that extra mile to ensure our orders are delivered on time... They know our business and use their knowledge to our benefit"*  
Lin Hinkley, Knauf UK Ltd, Sittingbourne

*".....Whirlpool UK prides itself on quality and great customer service, which is what we get from our longest standing haulier"*  
Jamie Siggers, Whirlpool UK, Maidstone

*".....Professional, reliable and honest and they compliment our business in terms of service & quality"* Simon Hallbrook, Line Packaging & Display, Gillingham

*"... Alan Firmin meet & exceed our transport requirements..."*  
Sarah McGowan, Constantia, Sittingbourne

## General Information

Contacts and Phone Numbers

General Haulage:	T 01634 241200	E <a href="mailto:transport@alanfirmin.co.uk">transport@alanfirmin.co.uk</a>
Palletforce:	T 01634 245748	E <a href="mailto:palletforce@alanfirmin.co.uk">palletforce@alanfirmin.co.uk</a>
Administration:	T 01634 246072	E <a href="mailto:pod@alanfirmin.co.uk">pod@alanfirmin.co.uk</a>
Sales:	T 01634 241200	E <a href="mailto:sales@alanfirmin.co.uk">sales@alanfirmin.co.uk</a>
General Fax:	F 01634 241318	
Out of Hours:	M 07889 167557	

## Rate Agreement / Tariff

Before we trade with one another, you will have been furnished with an agreed tariff detailing our charges, either by the pallet, tonne or per load. This will also show maximum pallet dimensions, booking time charges, extra drop rate, a valid from date, the base rate for fuel, our Conditions of Carriage and our payment terms.

## Services available

We offer the complete range of road transport service and will design bespoke rate schedule's to cater for individual requirements, whether you ship single or multiple pallets, part and/or full-loads! Here is a list of some of the transport services we offer;

- General Haulage
- Part-Load Services
- Next Day Service
- Same Day
- European Service
- Weekend & Night-time Deliveries
- Detailed Distribution
- Primary Trunking
- Economy Service
- Irish Service
- Off-shore Islands
- Courier

We can also offer flexible storage solutions; either as a warehousing client at Snodland or as a tenant from our varied portfolio of industrial units. These range from small starter units to 7,500 sqm warehouses and offices.

## WHY NOT TALK TO US ABOUT YOUR REQUIREMENTS?

- Commercial Property Letting
- Pallet Storage
- Racking Locations
- Stock Management
- Pick and Pack

## Our Pallet Service



Through our member-owned Pallet Network, Palletforce, we are delighted to offer you the following service options;

**NEXT DAY** - Delivered to 99% of the UK mainland between the hours of 10:00 – 16:00.

**ECONOMY** - Why not try our cost effective economy service? (unspecified delivery date, within 3 working days of collection).

## BEFORE 10AM DELIVERY

**TIMED DELIVERY** - Delivered between 10:00 – 16:00 hours.

## BEFORE NOON (AM) DELIVERY

## Delivery vehicle requirements

To enable us to provide you with the levels of service you demand and expect of a quality supplier, we do require certain key information at the time of booking. With lorries coming in all styles and sizes, of particular importance is the access at your collection and delivery points. For instance, width and weight restrictions, height restrictions; maybe a low bridge? How will the freight be unloaded? Does the consignee have a fork lift or will we require a tail-lift? A few moments checking this at the outset often saves deliveries being aborted and you potentially incurring additional re-delivery cost.

Our extensive fleet comprises of the following;

- 7.5t curtain-side lorry, with and without tail-lift facility, carries 2.3 tonnes
- 18t curtain-side lorry, with and without tail-lift facility, carries 9.5 tonnes
- 26t curtain side lorry, with and without tail-lift facility, carries 15 tonnes
- 32t curtain side lorry, with short 10m deck (32') trailer and tail-lift, carries 19 tonnes
- 44t curtain side lorry, with standard 13.6m deck (45'), carries 28 tonnes, \* No tail-lift\*

## Truck mounted forklifts

We are able to provide vehicles, both rigids and trailers capable of offloading themselves. These are available upon request. Please call for a quote.

## Carrying Your Goods

We consider the dimensions of a standard pallet to be 1200 (L) x 1000 (W) x 2000 (H) (48 x 40 x 80 inches) and weigh no more than 1000kg, any single pallet up to this maximum dimension will be charged as a single space. We DO NOT offer a one for one exchange on pallets other than with recognized CHEP blue pallet accounts.

## Booking Freight Orders

Your orders can be placed with us in a variety of ways;

**Online Client Suite:** We'll give you a user log-in to allow you to add your own orders online directly into our system, receive a confirmation e-mail of the details submitted and booking number.



By E-mail: Please send your orders to [palletforce@alanfirmin.co.uk](mailto:palletforce@alanfirmin.co.uk) for PalletFORCE deliveries or [transport@alanfirmin.co.uk](mailto:transport@alanfirmin.co.uk) for groupage and full-loads.



By Fax: Please send faxed orders to us on 01634 241318



By Telephone: We are happy to take orders by telephone but ask that you confirm the instruction using one of the above methods.

## Oversize?

We are able to accept pallets outside of standard dimensions. Please call our Palletforce desk for confirmation of what is available and a price.

The maximum capacity for our tail lifts is 1000kg. If any single pallet order(s) exceed this weight, you must make sure that they have suitable facilities for off loading at the delivery point.

## Presentation of Freight

We operate tight controls on all the goods we carry, both on our own vehicles and within our pallet network. It is the responsibility of our customers to make sure that all goods are presented to us in a safe and secure condition and are suitable for road transport. This means that the goods must be securely packed and shrink wrapped on a pallet. Our drivers reserve the right to refuse to collect freight they see as unfit for transport. Should this happen, then we will contact you to discuss an amicable solution.

## Labelling

This is vital and allows us to correctly "Route" your deliveries. Please can you ensure that all freight (each individual pallet) is labelled with the following information?

- Name of Sender
- Name of Recipient
- Destination Town
- Full Postcode
- Number of pallets (i.e. 1 of 2, 2 of 2)

If you use our on-line booking system, then these labels (PILS) are able to be printed by you and added by your own team for added piece of mind.

## Hazardous Goods

We are unable to carry any materials classified as hazardous by road. We do not have the necessary accreditation to do this with our own fleet and a spillage of a hazardous material at our Hub could close the whole operation.

However, we are able to arrange this as specialist service for you, should the need arise. For further information on this subject please call our Palletforce desk on 01634 245748 or email [palletforce@alanfirmin.co.uk](mailto:palletforce@alanfirmin.co.uk).

## Delivery Notes

If you require your own delivery notes to be used for the delivery, they must be given to our driver upon collection of your goods. All delivery notes supplied must have at least two copies please.

It is most helpful if a copy of the delivery note can be put with the goods in a document envelope. If no delivery note is supplied, a Firmin or Palletforce delivery advice note will be created. This will of course not contain any specific details of your goods. If you use our on-line booking system, delivery notes are able to be printed by you should you wish.

## Booking Collections

Our sheer fleet size means we are able to offer incredibly flexible freight collection times! Of course, later availability will vary day to day but we guarantee we can collect from you if your booking instruction is received by us in-line with your location as follows;

Bromley, Beckenham and Orpington	13:00
Dartford and Gravesend	14:00
Tonbridge, Tunbridge Wells and Sevenoaks	13:00
Medway	15:00
Maidstone	15:00
Sittingbourne	15:00
Staplehurst & Marden	13:00

We can usually cover collections outside of these areas but we do require notification by 11.00am.

Bookings can be faxed to 01634 241318, e-mailed to [palletforce@alanfirmin.co.uk](mailto:palletforce@alanfirmin.co.uk) or booked directly into our system on-line @ [www.alanfirmin.co.uk](http://www.alanfirmin.co.uk)

**Collections cancelled after 14:00 are subject to a £20.00 charge. Freight not available or cancelled upon our arrival is chargeable at 60% of the original standard freight charge.**

## Delivery Day

On the day of delivery, we anticipate things to run smoothly. However, as we rely on using a congested road network, it is inevitable delays will occur. Should this happen, then our driver will call us in advance, enabling us to call you with the details and possibly a revised estimated time of arrival.

On arrival at your delivery point, our driver will be presentable and courteous. Should we encounter a delay, then you will be advised. When delivering small orders, we schedule 20 minutes to effect the delivery, as we may have 10 – 15 more calls after yours. Should we have to wait for an 'unreasonable' time, then we would look to recover waiting charges at £30/hr or part-hour thereof.

Should the consignee sign the delivery note with damages, shortages or over's, then we will make you aware, giving you the opportunity to talk to your customer. Any rejections where we have to return goods and/or make a re-delivery, other than where we are liable, will attract additional charges and these will be advised at the time.

## Fuel Policy

Your tariff with us is set with a “base rate” for diesel, normally £0.82 ppl. With crude oil prices being so volatile we have a surcharge mechanism in place. The surcharge applies for a complete calendar month and is calculated and adjusted monthly in arrears (i.e, November’s fuel prices will set December’s surcharge). The surcharge applies to ‘day of delivery’ and not ‘day of collection’

We use our own bulk price as this is normally cheaper than independent sources. We guarantee that our average will not be greater than the UK average posted monthly by the AA on their website [www.theaa.com/motoring\\_advice/fuel](http://www.theaa.com/motoring_advice/fuel).

Average Price Ex Vat	Inc VAT 15%	Fuel Surcharge
Up to 0.85 pence per litre	0.978	0.0%
Up to 0.88 pence per litre	1.012	1.0%
Up to 0.91 pence per litre	1.047	2.0%
Up to 0.94 pence per litre	1.081	3.0%
Up to 0.97 pence per litre	1.116	4.0%
Up to 1.00 litre	1.150	5.0%
Up to 1.03 litre	1.185	6.0%
Up to 1.06 litre	1.219	7.0%
Up to 1.09 litre	1.254	8.0%
Up to 1.12 litre	1.288	9.0%
Up to 1.15 litre	1.323	10.0%
Up to 1.18 litre	1.357	11.0%
Up to 1.21 litre	1.392	12.0%

Details of our Fuel Policy including current and historic monthly prices along with details of the Crude Oil price for this month, last quarter and the last 12-months can be found on our website.

[www.alanfirmin.co.uk/FuelPolicy.aspx](http://www.alanfirmin.co.uk/FuelPolicy.aspx)

## Proof Of Delivery (P.O.D)

All customer proof of deliveries are scanned into our system and can be quickly accessed remotely by you from the Client Zone on our website; [www.alanfirmin.co.uk](http://www.alanfirmin.co.uk)

Uniquely to us, we can set you up to receive your POD’s the same day we receive them back – e-mailed directly to your inbox.

We’re that sure you’ll love our automated services that unless requested otherwise, the hard copy POD will not be returned to you. If for some reason you do require them, please be sure to let us know and we’ll either return them separately by post or with the invoice they relate to. Please note: We reserve the right to charge £0.75 for each proof of delivery returned by post.

To register for “On-line access” or for “e-POD”, please contact our administration team on 01634 246072 or [pod@alanfirmin.co.uk](mailto:pod@alanfirmin.co.uk) for your user name and password. Full colour PDF images of your POD’s are stored securely on our servers and available to download 24-hours a day. Original POD’s are not be kept.

Our commitment to you;

- Verbal P.O.D request – signatory within 1 hr
- P.O.D available online within 4 workings days of delivery date
- Hard copy (UK) within 6 working days of delivery date
- Hard copy (European) within 15 working days of delivery date

## Invoicing

We endeavour to issue customer invoices on a weekly basis. Our payment terms are 30 days from the end of the month the invoice was dated. We can accept payment by;

- Cheque, payable to Alan Firmin Ltd, or
- BACS - Sort Code 60-04-02 / Account No 42251354

## Invoice Queries

All invoice queries must be raised within 10 working days of the invoice date. Queries must be in writing and can be e-mailed to [pod@alanfirmin.co.uk](mailto:pod@alanfirmin.co.uk) or faxed for the attention of the Administration Department to 01634 241318. Any queries raised outside of this time will be rejected.

## Goods in Transit Claims Procedure

We would like to take this opportunity to clarify the procedure in the event of a claim for loss or damage to your goods whilst in our care. Latest RHA Conditions of Carriage apply.

1. In the event of damage or part loss the consignee should note this on the Proof of Delivery. Damaged consignments should be marked as “Damaged”, clauses such as “Not Checked” or “Unexamined” are not sufficient. Failure to do so will invalidate the claim.
2. If you find it necessary to proceed with the claim, notification should be made in writing, either by fax, letter or email to the Pod/Claims Department, stating the consignment note number, the destination and the nature of the claim. This should be done within 7 days of the commencement of transit.
3. Return the completed Goods in Transit Claim form within 7 days, along with any supporting documentation required (i.e. Commercial Invoice).
4. The completed Goods in Transit Claim form will be forwarded to the relevant insurers and we shall do all we can to ensure a decision is made as quickly as possible.
5. Claims should reflect the repair or replacement costs of the lost or damaged items, and should not include VAT or profit. Consequential loss resulting from your claim is not covered under any insurance offered by Alan Firmin Ltd.
6. Freight charges should be paid in the normal way, even though they may be the subject of a claim. In the event of a claim being found in favour of the claimant a credit note will be issued. Withholding freight charges will automatically invalidate the claim.
7. Goods subject to a claim should not be used, destroyed or repaired until the claim is finalised. Should the insurers appoint a loss adjuster they will want to inspect the goods in their original state, including the packaging. Please ensure they are kept for inspection or your claim will be invalidated.
8. Unless we have agreed enhanced liability, all claims will be settled, under RHA Conditions, currently at £1.30 per kilo.
9. In the event of a claim being rejected a letter will be issued stating the reasons for rejection.
10. Full cover or enhanced transit liability is available by quotation and should be requested prior to despatch in writing.
11. Some goods are excluded from our standard insurance and a comprehensive list is available on request.
12. All transit claims are subject to a £100.00 excess.

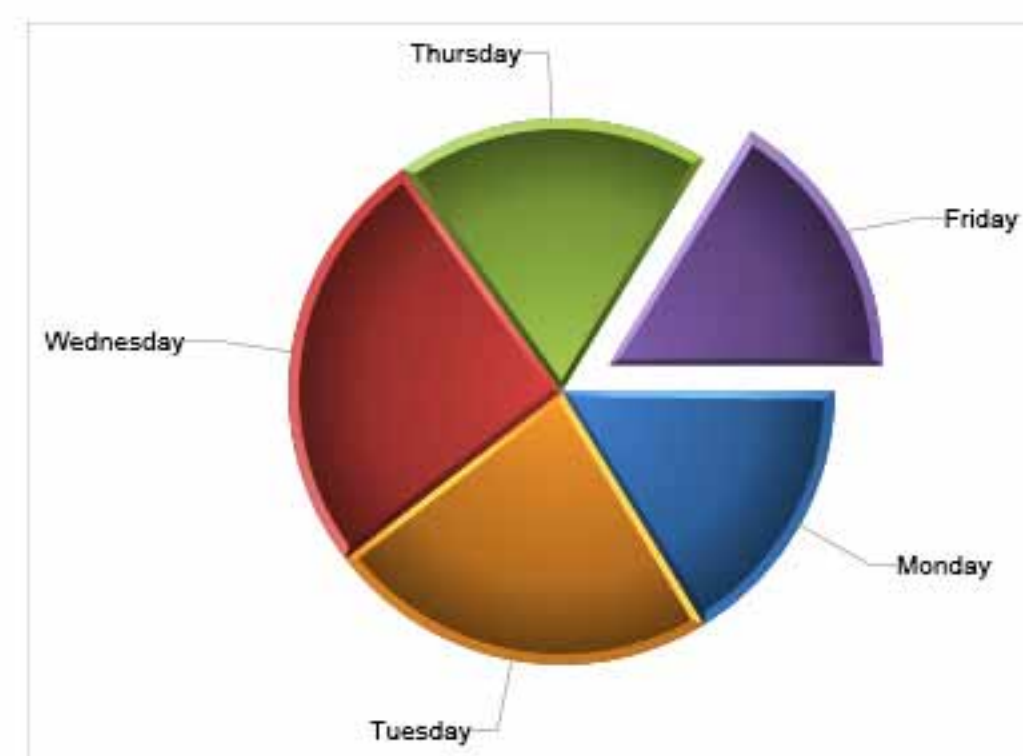
In the event of a claim we will of course assist you at every stage, appreciating the complexities of insurance.

**A downloadable claim form is available on our website.**

## Customer Suite

Our Customer Suite allows you to add your own orders directly into our system and receive a confirmation e-mail, view a list of your orders along side their status and view, print or e-mail your proof of deliveries and invoices! In addition, you'll find the following features that we hope you'll find useful; Accessed through our website [www.alanfirmin.co.uk](http://www.alanfirmin.co.uk), our Customer Suite allows you to add your own orders directly into our system and view, print and e-mail colour images of your Proof of deliveries. In addition, you'll find the following features that we hope you'll find useful;

### Orders for this week



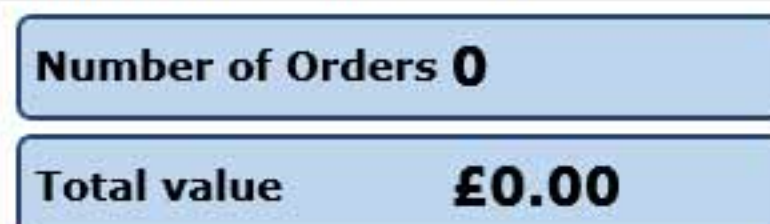
- **Order Count:** Displayed as a pie chart, this keeps track of the number of orders you have placed each day of the current week.

### Outstanding POD's



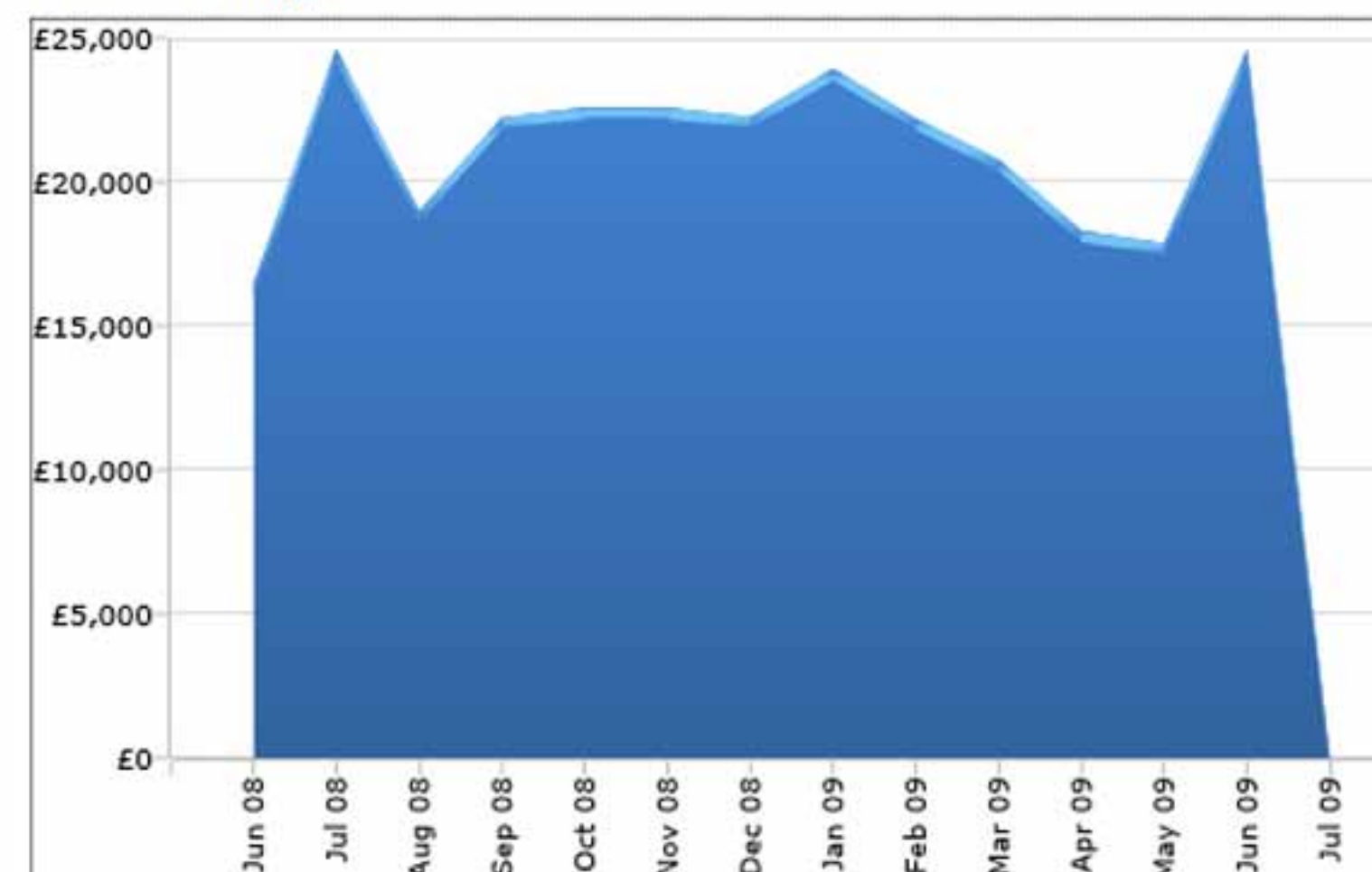
- **Outstanding POD's:** We report our POD performance to you by displaying the number of POD's outstanding 4 days after delivery, 7 days after delivery and 15 days after delivery. You are also able to view each of the orders from here. This focuses our dedicated POD team to ensure we are always ahead of the game and recognises our commitment to the whole job; not just the delivery.

### Unbilled orders up to Jun 09



- **Unbilled orders:** This gives you the 'live' number and total value of all orders not invoiced, up to the end of the previous month. For instance, on the 4th of May you'll instantly be able to see what we have yet to invoice you for from the previous month – ideal if you intend to accrue transport costs from one month to the next.

### Sales history



- **Sales History:** This line graph displays your monthly spend with us for the previous rolling 12 months, identifying peaks and troughs.

This is a continually evolving area for us and we hope to deliver more useful tools. If you'd like to register or have any suggestions, please contact one of us. We'd be delighted to carry out necessary training, either in person or over the telephone to ensure you get maximum benefit.

## Standard Conditions of Carriage

We trade with you under RHA Conditions of Carriage; these are industry standard conditions and liability is limited to £1300.00 per tonne (evidence of weight will be required).

Enhanced cover is available upon request and must be confirmed to us in writing prior to commencement of the shipment.

You can download the RHA Conditions of Carriage from our website.

## Complaints

This department was closed down in 1994 as it was severely underutilised. If you are unhappy (or extremely happy for that matter!) about our services or you simply wish to discuss something, please do not hesitate to contact us. A full list of contacts, including Directors, is available on our website.



A MEMBER OF  
**LinQ**  
ALLIANCE



**PALLETFORCE**



**FIRMIN**

Alan Firmin Ltd  
Mid-Kent Business Park  
Snodland  
Kent ME6 5UA

Tel: 01634 241200 (Traffic Desk)  
Tel: 01634 245748 (Palletforce)  
Tel: 01634 246072 (POD's Admin)  
Fax: 01634 241318

Sales: [sales@alanfirmin.co.uk](mailto:sales@alanfirmin.co.uk)  
Transport: [transport@alanfirmin.co.uk](mailto:transport@alanfirmin.co.uk)  
Palletforce: [palletforce@alanfirmin.co.uk](mailto:palletforce@alanfirmin.co.uk)  
Admin: [pod@alanfirmin.co.uk](mailto:pod@alanfirmin.co.uk)  
Accounts: [accounts@alanfirmin.co.uk](mailto:accounts@alanfirmin.co.uk)

Open from Mon 05:00 (24 Hours) until Saturday 13:00