



Penguin
Random House
INTERNATIONAL SERVICES

Penguin Random House International Services

Specification for inbound deliveries

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INDEX

GOODS IN SPECIFICATION FOR PRHIS

- 1.0 INTRODUCTION
- 2.0 BOOKING-IN
- 3.0 PRODUCT IDENTIFICATION
- 4.0 BINDER'S PACKS
- 5.0 LICENCE PLATE
- 6.0 PALLETS
- 7.0 DELIVERY VEHICLES
- 8.0 POINT OF SALE
- 9.0 HEALTH AND SAFETY
- 10.0 GENERAL

APPENDIX 1: PALLET SPECIFICATION

GOODS IN SPECIFICATION FOR PRHIS.

1.0 INTRODUCTION

The following Goods In Specification has been produced to ensure inbound product into PRHIS can be processed through the Goods In procedure efficiently, effectively and safely.

The Specification is based on health and safety and PRHIS specific requirements which comply with the PRHIS Warehouse management systems, warehouse operational procedures and the racking configuration and UK regulations.

It is necessary to adhere to the entire Specification. If the Specification is not adhered to it will cause delays, increase the possibility of errors and in some cases cause deliveries to be rejected. Where the Specification is not adhered to penalties may be imposed. (See 1.5 below).

It should be stressed that Point of Sale should follow the same guidelines as those for Binder's Packs and that the extent of the POS section is due to the diversity of the range of product involved.

Where the Specification is not adhered to, the cost of rectifying non-conformance will be recovered from the Printers/Publishers who may, in turn, wish to pass on these costs.

2.0 BOOKING-IN

All loads to be delivered must be booked in 48 hours in advance with our Goods In Department by emailing GoodsIn@PRHIS.co.uk or calling +44 1476 383835

The booking form requires the following details:

- Company Name
- Contact Name
- Contact Telephone No.
- E-mail Contact
- Publisher (or Publishers, if mixed)
- No. of Pallets for Whole Consignment
- Preferred time and date for delivery, within opening times.

Attached to the booking form there should be an Excel document providing a full, detailed, breakdown of content which must include the following:

- ISBN
- Title
- Pack Size
- Total Quantity
- Price
- Any Special Instructions
- Country of Origin

Delivery documentation must be sent to the Goods In department no later than 24hrs before the delivery via e-mail. BOL should be addressed to PRHIS.

Email address: GoodsIn@PRHIS.co.uk


All booked in shipments will be given a reference number and time slot at the time of booking in, which we require to be clearly written on the delivery note documentation for ease of identification by PRHIS.

Loads arriving early may be made to wait until their allotted time slot and vehicles arriving late may have to wait until the next available time slot. Late deliveries may be refused and will have to re-book.

Normal operating hours are: 06.00 to 22.00 Monday to Friday.

For imported shipments, the freight agent must include a printed copy of the CDS Import Declaration (formerly the C88 Declaration) with the shipment documents. This document must show the UK Import Movement Reference Number (MRN) and its corresponding barcode, as issued by UK Customs. If the import declaration is missing, the shipment will be quarantined and placed on hold until the document is emailed to GoodsIn@PRHIS.co.uk

Example of MRN form

Import				[1] Declaration [1/1] [1/2] IMD	MRN: 25GBBM 
[3] Forms [1/4]	1	[5] Items [1/9] 1	[6] Total packages [6/10] 35	[7] Reference [2/4]	IMP2500511
[2] Exporter [3/1]	No [3/2]		[2] Seller [3/24]	No [3/25]	
[8] Importer [3/15]	No [3/16]		[8] Buyer [3/26]	No [3/27]	
[14] Declarant [3/17]	No [3/18]		[14] Representative [3/1 9]	No [3/20]	

On receipt, pallets will be visually checked and any signature obtained will confirm the number of pallets received and any obvious visual damage to pallets and/or the product.

The signature, however, is not confirmation of a fully examined receipt. Any shortages, damages or variation will be notified in writing to Publisher and/or Printer.

Title information must be available on the PRHIS system before a booking is made.

Please note replacement jackets for books are not accepted with deliveries. If spare jackets are delivered with books these cannot be stored and will be pulped on receipt.

3.0 PRODUCT IDENTIFICATION

Labels must be placed and visible on at least one vertical side of a pack/carton and not on the top of it.

The binder’s pack/carton label should display the following information:

- Publisher Name
- Book Title
- Printer/Manufacturer name
- WHSE Production Order Number (see below for example) or Purchase Order for Distribution Clients (provided by client)
- Country of Origin
- Carton or Pack Quantity
- Carton or Pack Weigh in kg
- ISBN in standard 13-digit format human readable **and** EAN bar code

PO example from PRH Production:

Terms payt.: within 50 days Due net Currency GBP

Item	Material Order qty.	Unit	Description	Price per unit	Net value
00001	800	Each	119798217048601_01 Bind Books		923.85
<p> WHSE Production Order Number : 4924364 Bind Production Order Number : 4924363 Text Production Order Number : 4924361 Cvjk Production Order Number : 4924362 Production Order Price Batch : 1900R Visible Barcode : EAN Whse Delivery Address: Grantham Trent Road, Lincolnshire Title - Short: ART OF SPENDING MO(EXP) (EU) Contrib1: HOUSEL, MORGAN ISBN: 119798217048601 Referring ISBN: 9798217048601 - Continued on Page 2 - </p>					

*PO # for BOL
paperwork*

Bar codes that are incorrect or that cannot be read by scanning equipment will be rejected. The correction of bar codes may be charged back to the manufacturer. Please reach out to the Production Manager for proper bar coding.

Example of carton/pack label

Penguin Random House TITLE: ORDINARY MAGIC(EU) AUTHOR: WALTON, GREGORY M. PHD ISBN: 9780593580899 PUBLISHER: Harmony/Rodale/Conve COO: UK	Qty: 12 Weight: 8506 GRAM
 9780593580899	
30-June-25	

4.0 FULL CARTONS or BINDER'S PACKS

PRHIS strongly recommends and prefers stock arrive in corrugate cartons.

The cardboard packaging standards for inbound products are 150K/150T B/C Flute Double Walled cartons to protect the stock. If double walled cardboard is not used, then a non-compliance charge may be applied in addition to the associated repacking costs involved.

All stocks arrive as full cartons or full bindery packs. Partial binder packs/cartons will be destroyed.

Titles must be packed in consistent pack sizes as specified by the publisher. The pack size must remain consistent to its first impression print run unless otherwise discussed with the publisher.

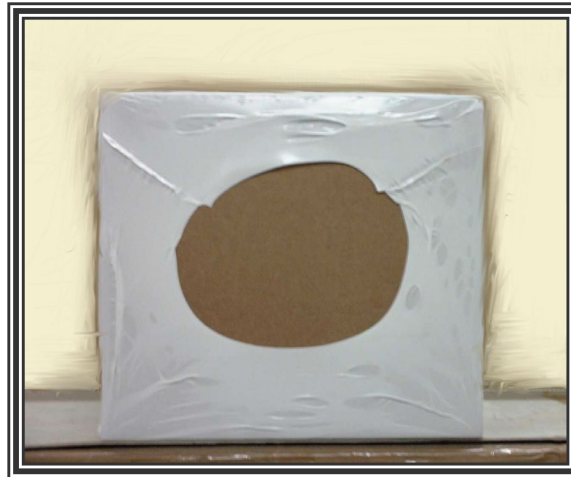
Pack/carton dimensions must not exceed 580mm x 420mm x 180mm.

Packs must not weigh more than 15 kg and the weight must be clearly displayed on the pack.

PRHIS expects all inbound products to be securely packaged to prevent damage and to be properly labelled for identification purposes. We reserve the right to impose a non-compliance charge, isolate the stock and rework as necessary.

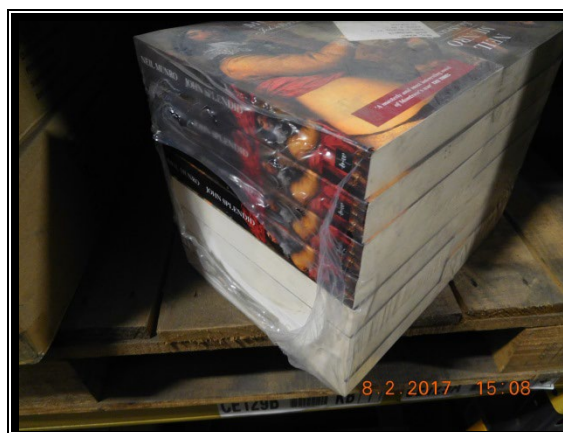
Where shrink-wrap film is used it should be of at least 65 microns gauge and opaque, not clear.

Binder's packs with gaps in the wrapping or contained in non-opaque wrapping which in the opinion of PRHIS Quality Department will allow Ultra-Violet light to cause product deterioration, may either be rejected at the time of delivery or after at our detailed Goods In checking process. Cardboard inserts can be used over the gaps to avoid such deterioration. See picture below.



Shrink-wrap needs to be of sufficient quality and applied tightly enough to prevent the pack bowing and splitting. Loose fitting shrink-wrap can result in damage to the stock when handled.

See pictures below for an example of loose shrink.



There must be only ONE ISBN and a single supply edition per carton/pack.

Binders Packs for a title must be of consistent size and shape throughout the consignment i.e. do not have a book on top of an otherwise flat binders pack top for example.

The format of the packs should not lead to damage or potential damage to the stock within.

The carton base (length and width) dimensions should not be equal (e.g. not square) this ensures that the cartons will interlock when stacked on pallets.

Do not use shrink wrap or brown paper to wrap stacks of books inside the cartons. This will be considered non-compliant, and the removal of the 'inner wrap' could be charged to the Printer.

All types of wrap and cartons should fit the product appropriately. Products should be packaged without voids, to limit movement, avoid damage and keep storage space required to a minimum. For this reason, the use of filling product to fill anything but the smallest of voids, is prohibited. Only non-shredded paper filler is to be used to a maximum of 25mm.

See picture below, for example of badly filled carton.



Oversized Book Product

Any oversized (i.e., coffee table/picture books) items must be packed in individual shippers. Please see chart below for the maximum item size we can accommodate.

These individual shipping cartons must have all the required carton markings.

We will be shipping these as outer shippers, so carton strength and durability are important considerations.

Oversized items may be subject to additional fees for packing materials and additional labor.

Length	Width	Height
48.5	32	23

Dimensions are measured in cm.

****If the items are equal to or larger than these dimensions they must be individually packed in marked cartons.****

5.0 License Plate or Pallet Placard

PRHIS uses a License Plate system that is less labour intensive and faster than the manual process.




It involves a close partnership between the printer and PRHIS.

The License Plate is a barcode system which carries all the relevant information to process the delivery. The barcode incorporates what is on a pallet and the dimensions of both the book and pack. It is passed to PRHIS electronically.

See Appendix 3.

If interested in being a partner for this technology, please reach out to your production contacts.

Example:

	
7350627	
USA001 Penguin Random House LLC	Paperback Unsewn 17/09/25
TFW540 UP60 16/09/25 GRANTHAM BOO	
Title : BLACK SWAN THE: 2ND ED. EU (01)	
Units Per Carton 32	1280
Cartons Per Pallet 40	
PRHIS Barcode: 	507350627
ISBN : 9780812973815	Edition : 000001
PO No: 0005678100	Pallet Weight : 509.696 kgs
Price: Unpriced	
Supplier : Clays Ltd	Popson Street, Bungay, Suffolk NR35 1ED +44 (0)1986 893211
 7350627	

If you are not creating license plates, then please include a pallet placard on each pallet.

Pallet placards should be attached to each pallet and display the following information:

- ISBN
- Quantity of books
- Number of cartons/binder packs
- Production order number(s) or Purchase Order number for Distribution Clients
- Indicate if pallet is mixed titles

6.0 PALLETS

Dimensions must measure 1200 mm x 1000 mm. The pallet height must be 150 mm including the pallet base and should not exceed 1200 mm for a loaded pallet in order to comply with PRHIS pallet racking configuration. The width of the timber struts should be no less than 950 mm across

Pallets should not exceed a gross weight of 650 kg. (See Appendix 1).



Under no circumstances can a pallet be supplemented with empty cartons. Packs must be laid on the pallets flat. They must not be stored on their short edge or spine.

All loads should be consolidated so that they use the minimum number of pallets. If a single title within a mixed consignment is present on more than one pallet, then it must be consolidated to the minimum possible.

Mixed pallets must be accompanied by a pallet manifest; individual titles must be stacked together. Small quantities of product that need to be mixed on a pallet should ideally be by layer. Ideally the largest number of packs would be located at the bottom of the pallet. The pallets should be shrink-wrapped and clearly identified as mixed.

Cartons should not overhang the pallet perimeter.

At this current time PRHIS does not participate with the Blue CHEP pallet program. If any Blue CHEP pallets are received, they will be returned to CHEP and a nonconformance charge for associated charges will be passed on to the bindery.

We accept UK standard 1.2m pallets of any colour variation excluding blue CHEP pallets

7.0 DELIVERY VEHICLES

Deliveries made to our PRHIS site should be capable of side unloading where possible. Suppliers must specify at the time of booking whether a vehicle will be rear or side unloading.

Pallets may be stacked two high at maximum but must be secured together with either shrink-wrap or banding. Metal banding may not be used. Where pallets are stacked during transit they must be sufficiently protected to ensure that product is not damaged

Under no circumstances will palletised loads that are stacked in a pyramid fashion be unloaded and any load considered by the Goods In Team Leader, Manager or Site Safety Officer to be unsafe will be rejected. PRHIS will not accept any responsibility for the commercial impact of load rejection for the above reasons. No load will be moved using rope or strapping.

Pallet tops may be utilized for all double stacked pallets and safely secured. Pallet tops where used are non-returnable.

Delivery drivers will be required to check the load off pallet by pallet working with the forklift driver, marking down broken and non-conforming pallets and damaged stock. This is to remove any doubt of how the load arrived and who is responsible for the damage caused. Any driver refusing this process could be refused delivery at the manager's discretion.

8.0 POINT OF SALE

The following requirements apply to the supply of Point-of-Sale product (hereafter referred to as POS) to PRHIS.

All POS is to be supplied in packs or bundles of complete sets. Sets for dumpbins/prepacks, counter packs or similar must contain all components of dumpbins/prepacks including outers in ready to use format.

POS bundles or packs are to be labeled with full details of ISBN, bar code, descriptions, quantity, price, weight and publisher/supplier details. (See Appendix 2) It should be noted that the details for empty items should relate to the ISBN for the empty items.

All POS is to be accompanied by a delivery note containing ISBN and full product details including quantities.

Any small deliveries made via third party couriers are required to be booked in if the total number of cartons exceeds 8. They will need to be correctly addressed and accompanied by an appropriate delivery note.

Posters, headers, mobiles and promotional material will not be considered non-compliant if there is no barcode. Posters should have an eye readable ISBN as part of the art work.

Palletisation of product must be on pallets sized 1000mm x 1200mm with maximum pallet height of 1200mm. (See Appendix 1).

The product should fit within the confines of the pallet. Any stock that exceeds these dimensions may be subject to an additional storage charge per pallet per month to reflect the fact that these cannot be stored conventionally in our racking and will need to be stored elsewhere.

For posters, headers, mobiles and promotional material, where the quantities are less than one pallet, items may be mixed on a pallet.

Any oversized or pre-assembled products such as Spinners require 7 days notice of delivery and specific details of the nature of the product must be given to ensure that appropriate offloading and storage facilities can be provided.

All oversized or pre-assembled products such as Spinners are to be supplied with adequate packaging for onward dispatch to individual customers by PRHIS carriers. If the packaging is not substantial enough for onward shipment, PRHIS reserve the right to refuse the consignment.

Outers supplied for dump-bins/prepack displays, counter packs or similar must be of the correct dimensions and of suitable quality to accommodate full and made-up items and any fillers required must be provided to limit movement and avoid damage.

Dumpbins/prepack displays must be supplied on a pallet together with their outers, as opposed to outers supplied on a separate pallet.

All products that require assembly by either PRHIS or end users should be accompanied by an instruction sheet for assembly.

Any item delivered with a selling unit of more than one should be securely packaged in unit groups. Both the packaging and the paperwork should clearly identify the product as a multiple part unit. For example, leaflets sold as unit size 25 must be clearly packaged in groups of 25. If there were in total 100 leaflets the pack should indicate that it contains 4 units of stock.

Stickers (sheets or rolls) are to be identified as a unit (as opposed to the sticker itself) on both the packaging and the paperwork.

9.0 HEALTH AND SAFETY

All POS or binders packs must clearly display their weight.

No pack should weigh more than 15 kg.

Any pack containing unevenly distributed weight must be clearly identified as such.

Pallets should not exceed maximum gross weight of 650 kg. (See Appendix 1).

Pallets should comply with the pallet specification as detailed in Appendix 1. This is with particular reference to the floor struts of the full perimeter base which allow the weight of the pallet to be distributed evenly. The pallet must be made from solid wood, Plywood pallets are not acceptable

Drivers are not to enter the warehouse due to safety requirements and security.

Please ensure that Transport providers that are used, have a spillage kit in case of any incidents that involve their vehicles

10.0 GENERAL

Drivers may smoke in the designated smoke shelter at the front of the building and nowhere else on site.

Drivers are expected to carry their own forms of communication and will not normally be allowed to use the PRHIS telephone system.

No overnight parking facilities are available on site.

The on-site speed limit is 10 mph /16 kph.

All drivers are expected to follow the site signage and to park up in the bays marked until given instructions for unloading bay allocation.

Drivers are not to enter the warehouse.

Vehicles may be stopped and searched when they leave the site at management discretion.

Appendix 1 **PALLET SPECIFICATION**

All deliveries should be made on pallets. All pallets should conform to the requirements listed in the specification. Overall pallet dimensions will be:

- 1200mm x 1000mm x 150mm. Timber thickness must not be less than 16mm x 950 mm width
- The maximum overall height for a loaded pallet is not to exceed 1200mm including the pallet.
- The maximum gross weight of a pallet is not to exceed 650 kg.
- All stock should fit within the footprint of the pallet.

- The pallet should have four-way entry, and have a full perimeter base. Pallets Standard must be BS ISO 6780:2003. The pallet must be made from solid wood, Plywood pallets are not acceptable. Blue CHEP pallets are not acceptable.
- Please note the floor struts on all four sides of the full perimeter base – see diagram below. This gives the pallet strength and is necessary for health and safety reasons.
- Goods are to be packed a single title to a pallet, all pallets of the same title must be of a consistent quantity with the exception of the last make up pallet which should be clearly identified.
- Small quantities of product that need to be mixed on a pallet should ideally be by layer and separated by a cardboard divider. The pallet should be shrink-wrapped and clearly identified as mixed.

