

Procedure for booking in deliveries at Rushden warehouse

Delivery address:

Elsevier Ltd
C/o DHL Supply Chain
2 Spire Road
John Clark Way
Rushden
Northampton
NN10 0FN
United Kingdom

Booking In procedure:

Telephone bookings taken from 0800 to 1645 (UK time) Monday to Friday. Telephone bookings can be made a minimum of 24 hours prior to delivery, although we would advise carriers to book more than 24 hours in advance as the schedule gets very full for each day.

Phone number: **+44 (0)1933 416601 or +44 (0)1933 416640**

Alternatively booking requests can be made via email outside of these UK office hours:

Email: Elsevier.CSQueries@REPFS.com or Douglas.parsons@repfs.com

Email booking requests will be confirmed by return email including booking in reference. Without this reference loads will be rejected.

In the event that you wish to change a pre-arranged booking please use the same telephone number / email address, this is also the number for drivers to use in case of delay enroute.

Deliveries received:

From 0600 to 1700 Monday to Friday

Bookings outside of these times are strictly by arrangement.

Information the warehouse will require when making a booking

- 1) Please state it is Elsevier product
- 2) Please state the number of pallets you are bringing in.
- 3) Please state the name of the carrier who will be delivering the product.
- 4) Please state the supplier i.e. – the printer.
- 5) Please state the number of ISBN's you are supplying.
- 6) You will be asked to email a copy of your paperwork to Elsevier.CSQueries@REPFS.com when the booking is made.

You will be given a delivery day, time slot, and a delivery reference, upon arrival at the site, the driver should quote this reference to the security guard at the gate, who will instruct the driver as to which door he should use or to park up in the holding area.